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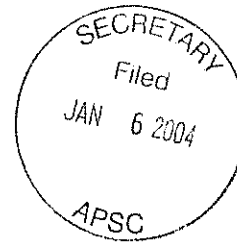
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January 6, 2004

**VIA HAND DELIVERY**

Walter Thomas, Secretary  
Alabama Public Service Commission  
100 N. Union Street - 8<sup>th</sup> Floor  
RSA Union Building  
Montgomery, AL 36104



**Re: Proposed Revisions to Price Regulation and Local Competition Plan  
Docket No. 28590**

Dear Mr. Thomas:

Enclosed are the original and ten (10) copies of BellSouth Telecommunications, Inc.'s Comments in connection with the above-referenced docket. Please distribute as needed and return a stamped copy of the cover letter to my office in the envelope provided.

Thank you for your assistance in this matter.

Sincerely yours,

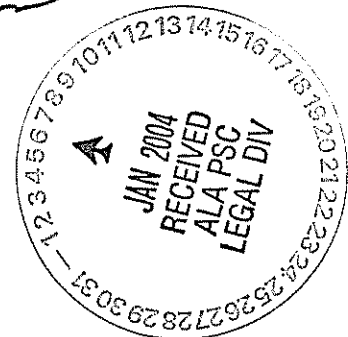
A handwritten signature in black ink, appearing to read "Francis B. Semmes".

Francis B. Semmes

FBS/mhs  
Enclosures

cc: Honorable Carl L. Evans, Chief ALJ (via hand delivery)  
Honorable John A. Garner, ALJ (via hand delivery)  
Mr. Darrell A. Baker, Director (via hand delivery)  
James E. Wilson, Esq.  
Terry Butts, Esq.  
Mark G. Montiel, Esq.  
Parties of Record

520026



**BEFORE THE  
ALABAMA PUBLIC SERVICE COMMISSION**

**PROPOSED REVISIONS TO PRICE )  
REGULATION AND LOCAL )  
COMPETITION PLAN )**  
\_\_\_\_\_)

**DOCKET NO. 28590**

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**COMMENTS OF BELL SOUTH TELECOMMUNICATIONS, INC.**

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## **TABLE OF CONTENTS**

<b>I.</b>	<b>ALABAMA'S LOCAL TELECOMMUNICATIONS MARKET HAS DRAMATICALLY CHANGED SINCE THE ADOPTION OF THE PRICE REGULATION AND LOCAL COMPETITION PLAN IN 1995.</b>	<b>5</b>
<b>II.</b>	<b>THE COMMISSION HAS A LONG-RECOGNIZED HISTORY OF ADOPTING PROGRESSIVE REGULATORY POLICIES.</b>	<b>7</b>
<b>III.</b>	<b>THE OBJECTIVES OF THE PRICE REGULATION AND LOCAL COMPETITION PLAN IN THE TRANSITION TO A COMPETITIVE LOCAL MARKETPLACE HAVE BEEN SUPPORTED BY BELL SOUTH AND ATTAINED.</b>	<b>10</b>
A.	To create an environment in which fair and effective local competition flourishes	11
B.	To encourage the introduction of new technology and modern services in all areas of Alabama, both urban and rural.	12
C.	To protect customers from unjust prices for telephone services and from deterioration of telephone service quality.	14
D.	To establish price regulation procedures which allow the Commission to fulfill its regulatory responsibilities during the transition to a fully competitive local telecommunications marketplace.	16
E.	To ensure universal access to telephone service in all areas of the state.	17
F.	To streamline regulatory procedures where feasible, which might encumber new entrants and incumbent providers of telecommunications services in the transition to a competitive marketplace.	18
G.	To develop a plan which is dynamic and capable of responding to changes in legislation, new ideas, and evolving market conditions.	18
<b>IV.</b>	<b>COMPETITION HAS SPREAD ACROSS BELL SOUTH'S TERRITORY IN ALABAMA TO EVERY MARKET SEGMENT IN EVERY WIRE CENTER, AND IT IS GROWING.</b>	<b>19</b>
<b>V.</b>	<b>THE COMMUNICATIONS LANDSCAPE HAS CHANGED, AND WILL CONTINUE TO CHANGE, DRAMATICALLY. "LOTS" IS REPLACING "POTS."</b>	<b>29</b>

A.	Consistent With Marketplace Trends, Wireline CLECs Are Offering Competitively Priced Bundles To Win Customers From BellSouth. ....	33
B.	Continued Advances In Technology Are Contributing To The Growth Of Local Competition, And In Fact, Are Re-defining What Constitutes A Communications Service. ....	33
	i) Historically, cellular service has been viewed as a complimentary service to traditional landline, voice service, but increasingly is viewed as a substitute by some customers. ....	33
	ii) CATV companies are the leading providers of broadband Internet access and are increasingly competing directly for traditional local and long-distance wireline voice services. ....	39
<b>VI.</b>	<b>THE STAFF'S RECOMMENDED PLAN IGNORES TODAY'S COMPETITIVE MARKETPLACE AND IS INCONSISTENT WITH THE COMMISSION'S HISTORY OF PROGRESSIVE REGULATION. ....</b>	<b>43</b>
<b>VII.</b>	<b>BELLSOUTH'S PROPOSED METRO PRICING FLEXIBILITY PLAN IS THE APPROPRIATE REGULATORY FRAMEWORK FOR TODAY. ....</b>	<b>47</b>
<b>VIII.</b>	<b>CONCLUSION. ....</b>	<b>49</b>



**BEFORE THE  
ALABAMA PUBLIC SERVICE COMMISSION**

**PROPOSED REVISIONS TO PRICE )  
REGULATION AND LOCAL )  
COMPETITION PLAN )**  
\_\_\_\_\_ )

**DOCKET NO. 28590**

**COMMENTS OF BELL SOUTH TELECOMMUNICATIONS, INC.**

By Order dated September 22, 2003 in this Docket, the Alabama Public Service Commission ("Commission") requested Comments from interested parties regarding revisions to the Commission's Price Regulation and Local Competition Plan.<sup>1</sup> Specifically, the Commission sought comments concerning: (1) the Commission Staff proposal that was attached as Appendix A to the Order; (2) the Rural LEC<sup>2</sup> proposal that was attached as Appendix B to the Order; and, (3) the BellSouth Telecommunications,

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<sup>1</sup> Report and Order, September 20, 1995; *Petition of South Central Bell Telephone Company to Restructure its Form of Regulation*, Docket No. 24499; *All Telephone Companies Operating in Alabama, Generic Hearing on Local Competition*, Docket No. 24472; *Streamlined Regulation of Interexchange Carrier and Reseller Telecommunications Services*, Docket No. 24030; and *Complaint Filed by AT&T Communications of the South Central States, Inc. Against South Central Bell on April 25, 1995*, Docket No. 24865.

<sup>2</sup> Rural Local Exchange Carriers: ALLTEL Alabama, Inc.; Ardmore Telephone Company, Inc.; Blountsville Telephone Company; Butler Telephone Company, Inc.; Brindlee Mountain Telephone Company; Castleberry Telephone Company, Inc.; CenturyTel of Alabama, LLC; Farmers Telephone Cooperative, Inc.; GTC, Inc., d/b/a GT Com; Frontier Communications of Alabama; Frontier Communications of Lamar County; Frontier Communications of the South, Inc.; Graceba Total Communications, Inc.; Gulf Telephone Company; Hayneville Telephone Company, Inc.; Hopper Telecommunications Company, Inc.; Interstate Telephone Company; Millry Telephone Company, Inc.; Moncree Telephone Cooperative, Inc.; Moundville Telephone Company, Inc.; National Telephone of Alabama, Inc.; New Hope Telephone Company Cooperative, Inc.; Oakman Telephone Company, Inc.; Otelco Telephone, LLC (formerly Oneonta Telephone Company, Inc.); Peoples Telephone Company, Inc.; Pinebelt Telephone Company, Inc.; Ragland Telephone Company, Inc.; Roanoke Telephone Company, Inc.; Union Springs Telephone Company; and Valley Telephone Company.

Inc. ("BellSouth") proposal that was attached as Appendix C to the Order.<sup>3</sup> Consistent with the Commission's Order, BellSouth files the following Comments.

I. **ALABAMA'S LOCAL TELECOMMUNICATIONS MARKET HAS DRAMATICALLY CHANGED SINCE THE ADOPTION OF THE PRICE REGULATION AND LOCAL COMPETITION PLAN IN 1995.**

In areas served by BellSouth, today's local telecommunications market in Alabama is competitive. The Commission has succeeded in establishing a marketplace where Alabama business customers and residential consumers have multiple choices for local telecommunications services (*See* Exhibit 1 – Customer Guide Pages from White Pages Directories in Alabama), and many of these customers are choosing alternative suppliers everyday. The historical monopoly is no more.

Competitors of all kinds are acquiring profitable business and residential customers across BellSouth's Alabama service territory with a particular focus on metropolitan markets. Retention of the social pricing structure for retail telecommunications services that has historically supported the goal of universal service, coupled with regulatory-mandated, below cost wholesale prices that subsidize competitors,<sup>4</sup> has understandably caused competitive activity to be highly focused in profitable, margin-producing segments of the local market.

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<sup>3</sup> See Order Dated September 22, 2003 at page 2. The Order directed parties to file Comments on or before October 31, 2003. By Order Dated October 24, 2003, the established date was extended to November 21, 2003. By Order Dated November 13, 2003, the established date for comments was further extended to January 6, 2004, and the date for Reply Comments was scheduled for January 27, 2004.

<sup>4</sup> See <http://www.a-adt.com/> - an example of UNE-P advertising emphasizing investment free entry and price arbitrage opportunities for CLECs.

While various parties may debate the exact level of competition in the overall market, the following are indisputable:

1. Alabama's local telecommunications market is competitive;
2. Competition for profitable customers has spread across BellSouth's service territory to every market segment in every wire center, and it is growing;
3. Competition is more advanced in metropolitan markets than in other markets;
4. Competition is more advanced in the business segment than in the residential segment; and,
5. Competitors are targeting high value residential customers with bundles and packages.

As discussed below, BellSouth's Comments conclusively demonstrate that it is time for the Commission to re-define the communications market to include any provider of a communications service;<sup>5</sup> recognize all existing competition for communications services; and, lessen the degree of regulation in retail markets for traditional wireline communications services. Failure to do so will encourage a continuation of regulatory gamesmanship, inhibit the efficient working of market forces, and place the Commission in the increasingly difficult position of trying to micro-manage a competitive retail marketplace.

The Commission should adopt a new, lighter regulatory framework that relies on the operation of a competitive market and the decisions of customers to dictate market outcomes by largely refraining from any regulatory preemption of retail market activity.

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<sup>5</sup> "Communications service" should be defined as any service utilizing a technology that offers the potential of interactive delivery or exchange of information, including but not limited to, wireline, wireless, Wi-Fi, cable, satellite, Internet, VOIP, etc., but excluding content providers.

In doing so, the Commission will accelerate competition and innovation in retail markets. The unfettered operation of the competitive marketplace, and not the artificial substitution of regulated competition, should determine winners and losers among the various competitors.

Simple economic principles instruct that regulation should decrease as market competition increases. Of the three plans proposed for reforming the 1995 Price Regulation and Local Competition Plan, only BellSouth's Metro Pricing Flexibility Plan acknowledges the dramatic competitive changes that have occurred since 1995 and the need for regulatory policies that reflect and encourage a dynamic, competitive market. Surprisingly, certain provisions of the Staff proposal actually call for additional regulatory delay for BellSouth in the face of its competitors' rapid pursuit of customers. Today's competitive retail market demands more regulatory flexibility, not less.<sup>6</sup>

For these reasons and those discussed below in greater detail, BellSouth submits these Comments in support of its Metro Pricing Flexibility Plan and in opposition to the limited reforms proposed by the Staff and the Rural LECs.

## **II. THE COMMISSION HAS A LONG-RECOGNIZED HISTORY OF ADOPTING PROGRESSIVE REGULATORY POLICIES.**

As early as 1985, the Commission recognized that competition and the changing telecommunications landscape in Alabama necessitated a new form of regulation for BellSouth.<sup>7</sup> In approving the Rate Stabilization and Equalization ("RSE") Plan in

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<sup>6</sup> As noted by Federal Communications Commissioner Kathleen Q. Abernathy in a Speech to the United Powerline Council Annual Conference on September 22, 2003:

"Many of our regulations are premised on the *absence* of competition, and when that rationale is eroded, we must not reflexively hold on to regulations that no longer serve their intended purpose."

<sup>7</sup> In addition to modifying regulation for the telecommunications industry, the Commission has modified regulation for other industries as conditions warrant.

November 1986, the Commission, quoting from a December 1985 Audit Committee Report, noted:

The telecommunications industry, with the rapid changes in technology and introduction of competition, holds the potential for severe negative consequences for local exchange companies that do not properly adjust to their new environment.

Order, *South Central Telephone Company, Petitioner*, Docket No. 19983 (November 3, 1986), at 5.

This quote from 1985 is equally true today, if not more so. Not only must local exchange companies keep pace with technological innovation and competition, so too must regulation. The Commission's foresight in adopting the RSE Plan in 1986 allowed BellSouth to meet the challenges of an emerging competitive telecommunications market. BellSouth, the Commission, and consumers all benefited from the new form of regulation and, as anticipated by the Commission, "the best interests of the consuming public [have been] served by an improved ratemaking and regulatory format."<sup>8</sup>

Subsequently, in December 1988, the Commission extended the RSE Plan for two years<sup>9</sup> and, in November 1990, the Commission extended the RSE Plan for an additional three years.<sup>10</sup> In its Order once again extending the Plan in November 1993,<sup>11</sup> the Commission stated, "Since its adoption in 1986, RSE has provided an improved

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<sup>8</sup> See Order Dated September 22, 1986 in Docket No. 19983, at 3.

<sup>9</sup> See Order Dated December 8, 1988 in Docket No. 19983. Pursuant to this Order, the Commission incorporated incentive rate regulation, cost control measurements, and minimum service standards into the RSE.

<sup>10</sup> See Order Dated November 5, 1990 in Docket No. 19983.

<sup>11</sup> See Order Dated November 2, 1993 in Docket No. 19983.

ratemaking and regulatory framework which is just and reasonable to the consuming public while also fair to the financial needs of the Company.”

Although the RSE Plan served the Company, the Commission, and Alabama consumers very well for almost nine years, dramatic changes were on the horizon as policymakers across the nation began to evaluate whether to introduce competition into local wireline telecommunications markets. On January 30, 1995, the Commission opened Generic Docket No. 24472 to examine the possible implementation of local telephone service competition in Alabama. On February 2, 1995, BellSouth filed a petition with the Commission to restructure its form of regulation from the RSE Plan to a price regulation plan. Following pre-hearing conferences on both subjects, instructions from the Commission for all parties to the proceedings to meet, define issues, and report any findings to the Commission, the parties filed a Stipulation<sup>12</sup> with the Commission that combined the issues of local competition and price regulation. Following hearings and agreement by the parties on some modifications to the Stipulation proposed by the Attorney General’s office, the Commission adopted a Price Regulation and Local Competition Plan for Alabama on September 20, 1995.<sup>13</sup>

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<sup>12</sup> Stipulation of the Parties, May 17, 1995; *Petition of South Central Bell Telephone Company to Restructure its Form of Regulation*, Docket No. 24499; *All Telephone Companies Operating in Alabama, Generic Hearing on Local Competition*, Docket No. 24472; *Streamlined Regulation of Interexchange Carrier and Reseller Telecommunications Services*, Docket No. 24030; and *Complaint Filed by AT&T Communications of the South Central States, Inc. Against South Central Bell on April 25, 1995*, Docket No. 24865.

<sup>13</sup> Report and Order, September 20, 1995; *Petition of South Central Bell Telephone Company to Restructure its Form of Regulation*, Docket No. 24499; *All Telephone Companies Operating in Alabama, Generic Hearing on Local Competition*, Docket No. 24472; *Streamlined Regulation of Interexchange Carrier and Reseller Telecommunications Services*, Docket No. 24030; and *Complaint Filed by AT&T Communications of the South Central States, Inc. Against South Central Bell on April 25, 1995*, Docket No. 24865.

Shortly after the Commission adopted the Price Regulation and Local Competition Plan, Congress passed, and the Federal Communications Commission ("FCC") and state commissions began implementing, the Telecommunications Act of 1996 ("1996 Act"), a sweeping piece of legislation that reversed over a hundred years of monopoly provision of local exchange telephone service throughout the nation. It has been almost eight years since that momentous step was undertaken. This Commission and the FCC found in 2002 the local telecommunications market in Alabama to be irreversibly open to competition.<sup>14</sup> It is now time for the Commission to take the next progressive step in regulation - one that provides additional retail market flexibility for BellSouth to the ultimate benefit of Alabama consumers.

**III. THE OBJECTIVES OF THE PRICE REGULATION AND LOCAL COMPETITION PLAN IN THE TRANSITION TO A COMPETITIVE LOCAL MARKETPLACE HAVE BEEN SUPPORTED BY BELL SOUTH AND ATTAINED.**

In its 1995 Price Regulation and Local Competition Plan, the Commission adopted several objectives. Those objectives were:

- To create an environment in which fair and effective local competition flourishes;
- To encourage the introduction of new technology and modern services in all areas of Alabama, both urban and rural;
- To protect customers from unjust prices for telephone services and from deterioration of telephone service quality;

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<sup>14</sup> IN RE: Petition for Approval of a Statement of Generally Available Terms and Conditions pursuant to §252(f) of the Telecommunications Act of 1996 and Notification of Intention to File a Petition for In-Region InterLATA Authority with the FCC Pursuant to §271 of the Telecommunications Act of 1996, Docket No. 25835, Order Dated July 11, 2002; and, In the Matter of Joint Application by BellSouth Corporation, BellSouth Telecommunications, Inc., and BellSouth Long Distance, Inc. for Provision of In-region, InterLATA Services in Alabama, Kentucky, Mississippi, North Carolina and South Carolina, Memorandum and Order, WC Docket 02-150 (September 18, 2002).

- To establish price regulation procedures which allow the Commission to fulfill its regulatory responsibilities during the transition to a fully competitive local telecommunications marketplace;
- To ensure universal access to telephone service in all areas of Alabama;
- To streamline regulatory procedures, where feasible, which might encumber new entrants and incumbent providers of telecommunications services in the transition to a competitive marketplace; and,
- To develop a plan which is dynamic and capable of responding to changes in legislation, new ideas, and evolving market conditions.

Below, BellSouth discusses each of these Commission objectives, including BellSouth's efforts to support the achievement of the objectives.

**A. To create an environment in which fair and effective local competition flourishes.**

In 1995, ahead of the majority of the states in the United States, Alabama opened its local exchange markets to competition. As long as a competitive local exchange carrier ("CLEC") could demonstrate the technical, managerial, and financial resources to provide local exchange service, and made certain basic commitments to the provision of service to its customers, a CLEC could qualify for a certificate to operate in Alabama. The Commission set forth new entrant requirements in ¶19.02 of the Price Regulation and Local Competition Plan, which provides, "[to] create an environment in which fair and effective local competition flourishes, regulatory requirements for new entrants will initially be kept to a minimum in order to prevent unnecessary barriers to effective competition." To date, BellSouth has interconnection agreements with more than two hundred (200) CLECs that are certificated in Alabama, more than seventy (70) of which are actively providing local service to Alabama consumers either through resale of BellSouth's retail services, leasing of BellSouth-provided unbundled network elements



("UNEs"), and/or use of CLEC-owned facilities and interconnection with BellSouth's network. (See Exhibit 2 - Map Showing Number of CLECs Operating in Tier I and Tier II MSAs in Alabama.) In latter sections of these Comments, BellSouth demonstrates the significant level of competition for local exchange service in Alabama.

**B. To encourage the introduction of new technology and modern services in all areas of Alabama, both urban and rural.**

Since the initial implementation of the Price Regulation and Local Competition Plan in 1995, BellSouth has continued to upgrade its network in Alabama and introduce new technologies and services to the benefit of both urban and rural customers.

Digital switching, the bedrock upon which many new services and technologies rely, has grown substantially in the past eight years. For instance, seventy-five percent (75%) of Alabama's network switches were digital in 1995, but today nearly ninety-four percent (94%) of switches are digital, with only five analog switches remaining in service. This represents thirty-six (36) switch replacements over the past eight years, a significant accomplishment indeed. Converting the network from analog to digital also allowed numerous other improvements that benefit Alabama consumers. For instance, as of year-end 2003, BellSouth will have deployed thirty-nine (39) Frame Relay switches, thirty-one (31) ATM switches, and sixteen (16) Broadband Gateways.

With a digital platform in place, BellSouth has introduced new capabilities for residence and business customers in Alabama by deploying several new services in a number of its central offices. For example, Call Waiting Deluxe and Per Use Three-Way Calling/Call Return/Repeat Dialing were installed in one hundred and forty-seven (147) central offices; Internet Call Waiting was installed in one hundred and thirty-three (133) central offices; BusyConnect was installed in ninety (90) offices; Privacy Director was

installed in seventy-four (74) offices; BellSouth Voice Mail was installed in sixty-five (65) offices; Basic Rate ISDN was installed in twenty-eight (28) offices; and Primary Rate ISDN was installed in thirty-two (32) offices. In addition, BellSouth has added CrisisLink<sup>15</sup> in fifty-eight (58) offices and Virtual Number Call Details ("VNCD")<sup>16</sup> in thirteen (13) offices.<sup>17</sup> Further, dial-up Internet services are widely deployed across Alabama, giving most subscribers the availability of dial-up Internet service via a local call.

With respect to the interoffice network, BellSouth's network is ninety-six percent (96%) self healing and will be one hundred percent (100%) by year-end 2004. In addition, one hundred percent (100%) of BellSouth's central offices are connected by fiber, and most independent telephone companies ("ICOs") are connected with BellSouth via a fiber interface. BellSouth has deployed over ten thousand, one hundred (10,100) digital loop carrier systems and over seven thousand, one hundred (7,100) sheath miles of fiber facilities (or nearly 320,000 miles of fiber).

Regarding Digital Subscriber Line ("DSL") deployment, BellSouth will have equipped one hundred and forty-one (141) wire centers and one thousand, one hundred

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<sup>15</sup> CrisisLink is a disaster recovery/service continuity service that allows the subscriber to establish predetermined alternate routing plans for incoming voice and data traffic. It allows customers control over their incoming calls during various emergency situations where the ability to handle these calls has been compromised. CrisisLink Phase One service is designed to provide the basic call redirection functionality of CrisisLink service in central offices that are either currently or indefinitely incapable of supporting full CrisisLink service (e.g., AT&T 1AESS and Siemens EWSD). All CrisisLink Phase One service customers will be migrated to full CrisisLink service as it becomes available in their serving central office, including the existing 1AESS offices.

<sup>16</sup> VCND (formerly known as AdWatch) allows a customer to publish virtual phone numbers which are translated to route to the customer's location and provides optional call detail reports to the customer, including calling party ID, date, time, and call disposition (number of calls answered, busy).

<sup>17</sup> These services were added from 1995 to the present. The actual number of offices served may be greater than what is shown if the service was deployed prior to 1995 (for example, ISDN Service).

and thirty-one (1,131) remotes for DSL by year-end 2003 and plans to equip one hundred and forty-six (146)<sup>18</sup> wire centers by year-end 2004. Significantly, between 1995 and the present, BellSouth's total capital additions exceeded \$3 billion in the state of Alabama.

The digital switches, fiber-optic interoffice and local loop technology, and new services that BellSouth has deployed across the state over the past eight years are evidence that the Price Regulation and Local Competition Plan, while encouraging competition, established a regulatory framework that supported the continued introduction of new technology and modern services in all areas of Alabama, both urban and rural.

**C. To protect customers from unjust prices for telephone services and from deterioration of telephone service quality.**

Basic local exchange service rates for both basic residence and business customers in Alabama have remained more than reasonable over the life of the Price Regulation and Local Competition Plan. Basic local exchange residence rates, although below the relevant costs to provide service, have not changed since 1995, even as inflation has increased the price of so many other consumer items in our economy. Further, as required by the Price Regulation and Local Competition Plan, basic business local exchange service rates have actually decreased in every rate group (RG) with the exception of RG 1, which has remained constant over the life of the Plan. In addition, since commencement of the Price Regulation and Local Competition Plan, BellSouth has used less than thirty-six percent (36%) of the available upward pricing flexibility offered by the pricing rules for Non-Basic services.

Regarding service quality, under the Price Regulation and Local Competition Plan, Alabama customers have experienced excellent quality of telephone service. The

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<sup>18</sup> This figure does not include Redstone Arsenal and Strategic Defense military installations.

Plan includes four measures of service quality: Held Applications Overdue per One Hundred (100) Access Lines in Service ("ALIS"); Network Report Rate per 100 ALIS; Troubles Cleared in Less Than Thirty Six (36) Hours; and Number of Wire Centers with Network Report Rate Greater than Five (5) per 100 ALIS.

Held Applications have consistently decreased such that year-end 2002 Held Applications were a mere .006% versus the objective of .015%. Troubles Cleared in Less Than 36 Hours is holding steady at the objective of 72%. Although BellSouth has not achieved the very aggressive objective of 2.42 Network Reports per 100 ALIS, BellSouth has consistently maintained a Report Rate of less than three (3.0) Reports per 100 ALIS.<sup>19</sup>

Regarding the Number of Wire Centers with Network Report Rate Greater than 5.0 per 100 ALIS, the objective of one wire center is, and has always been, a challenge. With one hundred and forty-eight (148) wire centers in the state, it is virtually impossible to insure that one hundred and forty-seven (147) or all 148<sup>20</sup> have a monthly Report Rate of 5.0 per 100 ALIS or less.<sup>21</sup> Weather, cut cables, and numerous other factors beyond BellSouth's control contribute to this measure and virtually assure that BellSouth will, at

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<sup>19</sup> Alabama currently has the most ambitious Network Report Rate objective in BellSouth's nine state region. The next closest objective is a report rate of 3.0 in Mississippi. Other report rate objectives are 4.75 in North Carolina, 5.0 in South Carolina, 6.0 in Georgia and in the largest wire centers in Tennessee, and 8.0 in Kentucky. Louisiana only monitors the Total Network Report Rate. BellSouth Alabama has, and is, exceeding the standard of every other BellSouth state.

<sup>20</sup> Service quality results are measured and reported on the basis of 147 wire centers. While there is a "new" Madison wire center (host switch) and an "old" Madison wire center (remote switch) which would indicate a total of 148 wire centers, results for Madison are reported as one wire center.

<sup>21</sup> No other state in BellSouth's region has this measure. Tennessee, for example, measures trouble report rates based on the size of a wire center. For wire centers with less than 3,000 lines, the objective is 9.5 reports per 100 ALIS. For wire centers with 3,000 lines to 14,000 lines, the objective is 6.5 reports per 100 ALIS. For wire centers with greater than 14,000 lines, the objective is 6.0 reports per 100 ALIS. South Carolina also has trouble report rate objectives that are based on the number of lines in a wire center.

times, not meet the established objective.<sup>22</sup> Clearly, although BellSouth has not achieved the aggressive 2.42 per 100 ALIS Network Report Rate and the Wire Centers with Network Report Rate Greater than 5.0 per 100 ALIS measurements, there is no question that BellSouth continues to provide high quality telecommunications service to customers in Alabama.

**D. To establish price regulation procedures which allow the Commission to fulfill its regulatory responsibilities during the transition to a fully competitive local telecommunications marketplace.**

There is no question that the Price Regulation and Local Competition Plan was an appropriate regulatory framework for BellSouth at a time of emerging local exchange competition. The Plan provided BellSouth with needed pricing flexibility, particularly on Non-Basic services, while protecting Basic local service prices where significant competition did not yet exist.

The reporting and monitoring procedures established by the Commission have enabled the Commission to continue to fulfill all of its regulatory responsibilities. In addition, the Commission's September 20, 1995 Report and Order established filing requirements for Price Regulation Index and Service Price Index reports, monthly service quality results, monthly income statements, BellSouth's monthly Access and Services report, BellSouth's Annual Report to Stockholders, and the Form M. BellSouth has complied with each and every filing requirement since the inception of the Price Regulation and Local Competition Plan.

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<sup>22</sup> Because the service measurements are tracked as twelve-month rolling averages, once the Wire Centers with Network Report Rate Greater than 5.0 per 100 ALIS objective is missed, it may take a few months of a less than 5.0 rate for a wire center to no longer be in excess of a 5.0 rate

**E. To ensure universal access to telephone service in all areas of the state.**

BellSouth provides local exchange service in response to any reasonable request for service as part of its obligation as carrier-of-last-resort within its operating territory in Alabama. Since 1995, telephone subscribership in Alabama has remained relatively constant, achieving 92.2% “in-unit” telephone service in both 1995 and 2002, with only minor fluctuations in the intervening years.<sup>23</sup> Although this statistic has traditionally been used as a measure of the universal availability of local wireline service, it now is based upon survey questions that are intended to be neutral as to whether the household has wireline or wireless phones. The fact is some people are electing to disconnect their wireline local exchange service, not because they can no longer afford the service, but because they have chosen to become a “wireless” or cable customer for all of their local and long distance calling needs. Section V of BellSouth’s Comments describe the proliferation of wireless and cable services that are, in many cases, completely replacing traditional wireline telephone service.

Also in furtherance of telephone subscribership, BellSouth offers reduced recurring and nonrecurring rates to qualifying residential low-income subscribers through the Lifeline (recurring) and Link-Up (nonrecurring) programs. The total monthly Lifeline credit available to an eligible customer is \$13.50 so long as the credit does not exceed the charge for local service, including the Subscriber Line Charge (“SLC”) and local usage. The Link-Up credit is fifty-percent (50%) of the nonrecurring charges for connection of service, up to a maximum of \$30.00. If a subscriber also elects toll blocking, no charge will apply for the feature and no deposit will be required from the Lifeline customer. As

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<sup>23</sup> See Telephone Subscribership in the United States, April 2003, a report by the Industry Analysis and Technology Division of the Wireline Competition Bureau of the Federal Communications Commission.

of September 2003, BellSouth provides Lifeline service to over 18,400 subscribers in Alabama.

F. To streamline regulatory procedures where feasible, which might encumber new entrants and incumbent providers of telecommunications services in the transition to a competitive marketplace.

The Commission took a major step toward opening the local exchange market to competition when it adopted the Price Regulation and Local Competition Plan in 1995. The Order provided a simple and expedient means for new entrants to enter the market and connect their networks to BellSouth's network and purchase BellSouth's services. The Order also somewhat streamlined the process BellSouth must follow for retail price changes and new services introduction by establishing service categories, tariff guidelines, and pricing rules for new and existing services. During the past eight years, BellSouth has faithfully followed these guidelines and pricing rules set forth by the Commission. For example, between the commencement date of the Plan and September 29, 2003, three hundred and forty-six (346) tariff filings have been made with this Commission, all within established time frames, within established pricing rules, and according to the established cost standard.

G. To develop a plan which is dynamic and capable of responding to changes in legislation, new ideas, and evolving market conditions.

Including this objective in the Price Regulation and Local Competition Plan showed tremendous insight by the Commission regarding the speed of change occurring in the telecommunications industry. It also showed the Commission's foresight about the need to continually revamp regulation to match evolving market conditions. Unlike the previous RSE that contained a specific term for that plan, the Price Regulation and Local

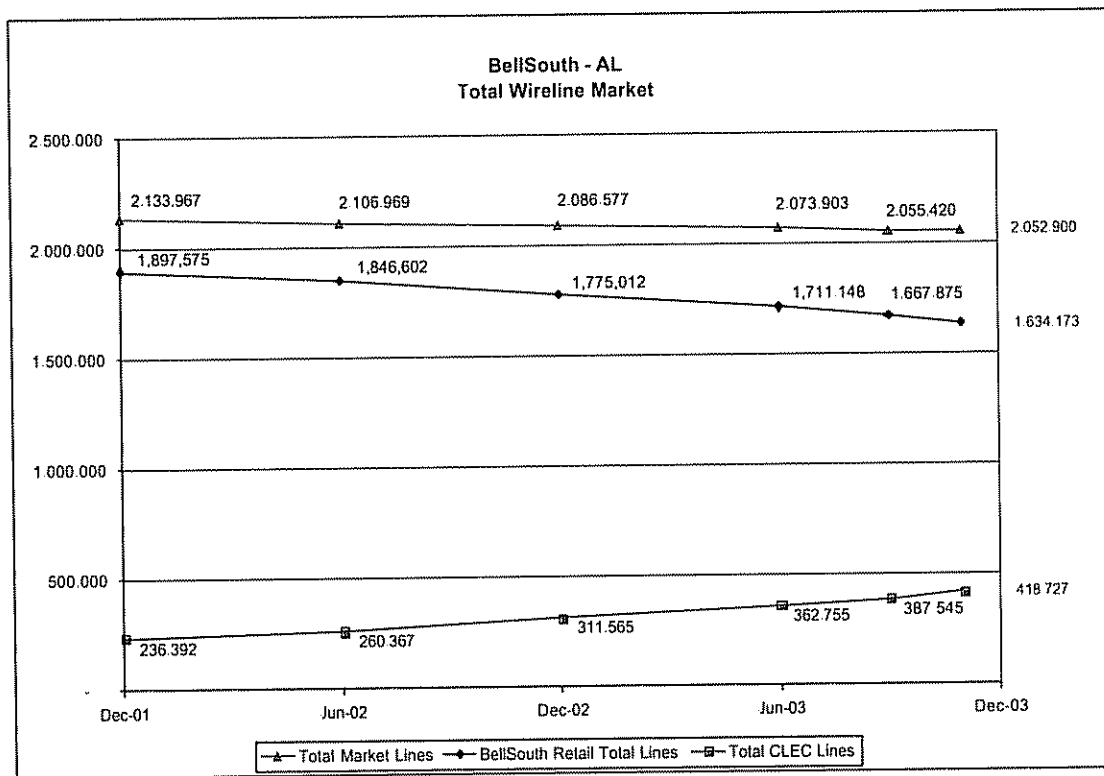
Competition Plan was established with no specific termination date. This lack of a termination date provided BellSouth and the Commission the flexibility to modify or change the form of regulation if market conditions so dictated.

As discussed below, the Price Regulation and Local Competition Plan has succeeded – the transition to a competitive market has been completed and has brought Alabama to a critical juncture. In order for the competitive local telecommunications market to continue to evolve, the Commission must move forward with a form of regulation that adjusts for, and reflects, the dramatic competitive changes that have occurred and the inevitable changes that are still to come. Doing so will not only intensify competition and innovation, but it will also allow the Commission to direct its time and resources towards accomplishing other important policy goals, such as reforming intercarrier compensation, developing and maintaining universal service support mechanisms in a competitive environment, and implementing federal mandates.

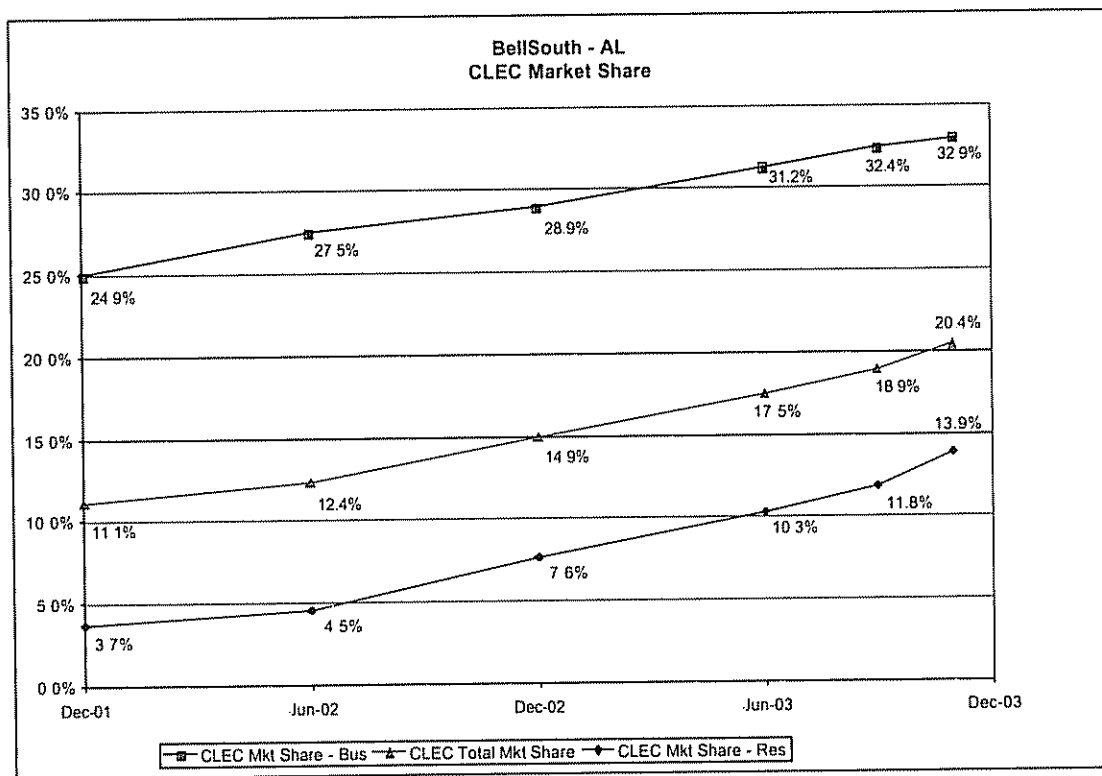
**IV. COMPETITION HAS SPREAD ACROSS BELL SOUTH'S TERRITORY IN ALABAMA TO EVERY MARKET SEGMENT IN EVERY WIRE CENTER, AND IT IS GROWING.**

As demonstrated in the charts below, competition has increased dramatically since 1995, especially during the last few years. While overall consumer demand in the wireline market has declined approximately four percent (4%) since December 2001, BellSouth's competitors in the local market have almost doubled their overall market share from 11.1% to 20.4% during the past two years. Stated differently, not only is the telecommunications pie shrinking in BellSouth's territory, the CLECs' piece of that shrinking telecommunications pie is growing. These trends are reflected in the following chart.





Further dissecting BellSouth's access line loss, it is apparent that BellSouth's competitors have been primarily targeting business customers. For instance, the chart below clearly reflects that, in terms of market share, CLECs have won business customers in Alabama at almost a three-to-one ratio over residential customers. This chart further demonstrates that in those markets where CLECs choose to focus their competitive efforts, the CLECs have been extremely successful. Significantly, as of November 30, 2003, CLECs have captured one out of every five of the total lines in BellSouth's territory in Alabama.



The methods by which CLECs are competing with BellSouth is also indicative of a competitive market. Fundamentally, there are three primary methods of competition available to CLECs: (1) resale of BellSouth's retail services; (2) leasing unbundled network elements (UNEs) or UNE Platforms ("UNE-Ps") from BellSouth;<sup>24</sup> and, (3) building their own facilities.<sup>25</sup>

<sup>24</sup> CLEC collocations are a powerful indicator of the extent of facilities-based local competition in a given area. Where a CLEC is collocated, it has at least "the potential to serve many more customers through the leasing of UNEs." (See *Development of Competition in Local Telephone Markets*, Report to the Subcommittee on Antitrust, Business Rights and Competition, Committee on the Judiciary, U.S. Senate, January 2000, GAO/RCED-00-38 at 19.) CLECs have chosen locations in Alabama that offer them the most potential for success, and they have collocated in just less than one third of BellSouth's central offices in Alabama. As of September 2003, BellSouth had completed collocation arrangements with nearly thirty (30) CLECs and had completed at least one collocation arrangement in fifty-six (56) of BellSouth's wire centers. BellSouth has completed over three hundred (300) collocation arrangements in these fifty-six (56) wire centers. CLECs can also extend the functionality of their collocation spaces by purchasing extended enhanced links ("EELs"). An EEL increases the geographic area that a competitor can serve from a single collocation space and lessens the need for multiple collocation spaces in a geographic area.

<sup>25</sup> CLECs have deployed forty-seven (47) switches (hosts, remotes, or standalones) in the state of Alabama to serve Alabama customers. CLECs have also deployed fourteen (14) switches outside of Alabama that serve Alabama customers -- these 14 switches are located in 5 states (Florida, Georgia,

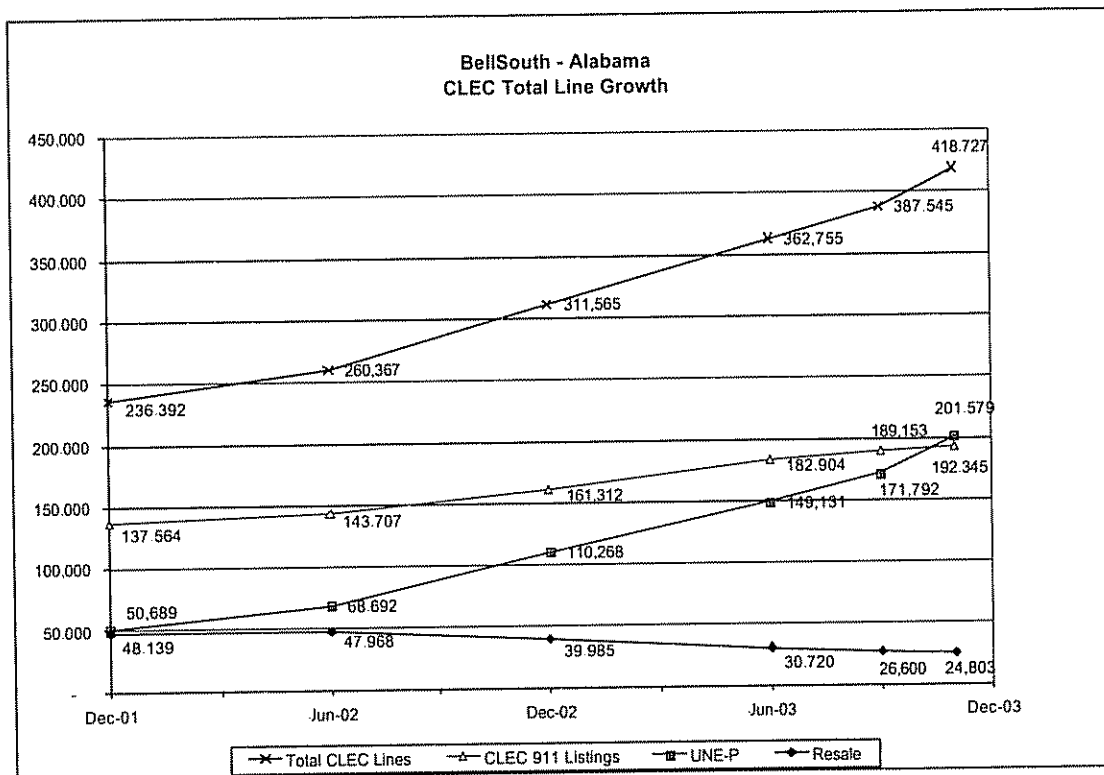
There is little debate over the fact that resale was the easiest market entry vehicle and the most common method used by the CLECs when the local telecommunications market was first opened to competition. As the level of competition in the local telecommunications market increased, CLECs turned to a more profitable (for them) form of competition – the leasing of UNEs from BellSouth. Although somewhat stunted by UNE pricing (*i.e.*, UNEs being priced so far below BellSouth's costs that it is cheaper for CLECs to lease facilities from BellSouth rather than build their own), there has been a significant increase in the number of customers served via facilities owned by the CLECs.

As reflected in the chart below, the number of resale lines in BellSouth's territory in Alabama has decreased from 48,139 (December 2001) to 24,803 (November 2003), a reduction of forty-eight percent (48%). During this same period, the number of UNE-P lines has more than offset the resale line losses. Specifically, UNE-P lines have increased from 50,689 (December 2001) to 201,579 (November 2003), an increase of two hundred and ninety-eight percent (298%). Likewise during this time period, the number of lines provisioned over facilities owned by the CLECs also increased from 137,564 (December

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Louisiana, Tennessee, and Texas). Clearly, CLECs are investing in switching and fiber facilities in Alabama. For instance, ITC^DeltaCom offers voice and data services in Alexander City, Anniston, Auburn, Birmingham, Gadsden, Huntsville, Mobile, Montgomery, Opelika, and Tuscaloosa. They have operational voice switches in Alexander City, Anniston, Birmingham, and Montgomery. In addition, ITC^DeltaCom has operational data switches in several cities and, in some instances, has multiple switches in a single city – Anniston (2 data switches), Birmingham (3), and Mobile. Many cities have buildings that are directly connected to ITC^DeltaCom's network with its own fiber. These cities include Alexander City, Auburn, Gadsden, Huntsville, Mobile, and Opelika. There are numerous other CLECs competing throughout Alabama via their own facilities, such as ICG (Birmingham)[CLEC Report 2003™, 17<sup>th</sup> Edition, Volume II, New Paradigm Resources Group, Inc., ("CLEC Report"), ICG Report, Page 10], KMC (Huntsville and Montgomery) [CLEC Report, KMC Report, Pages 12-13], NewSouth (Birmingham and Mobile) [CLEC Report, NewSouth Report, Pages 11-12], US LEC (Birmingham and Mobile) [CLEC Report, US LEC Report, Pages 10-11], Xspedius (Mobile, Bessemer, Birmingham, and Homewood) [CLEC Report, Xspedius Report, Page 6], Southern Telecom (Columbus MSA, Montgomery, Birmingham, and Selma)[<http://www.southern-telecom.com/network.asp>], and the Sylacauga Utilities Board (Sylacauga)[[http://www.sylacauga.net/utilities/tele\\_dept.htm](http://www.sylacauga.net/utilities/tele_dept.htm)]. The number of lines provisioned over facilities owned by CLECs have increased from 137,564 in December 2001 to 192,345 in November 2003 (an increase of 40%).

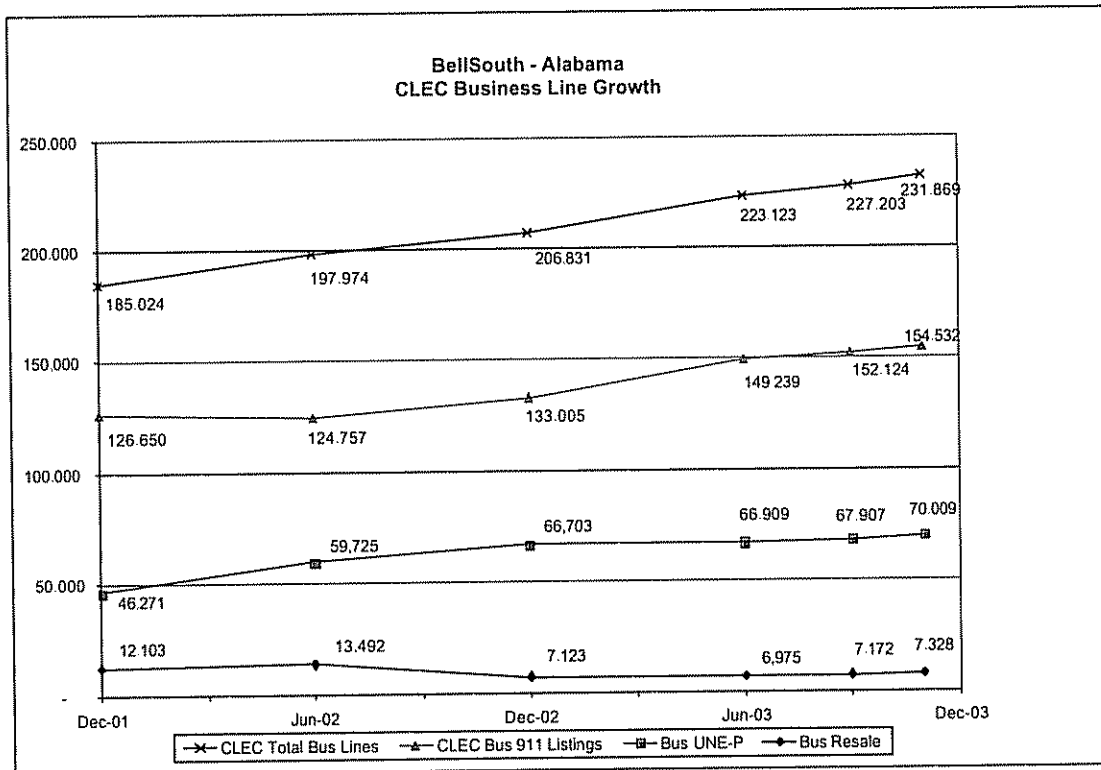
2001) to 192,345 (November 2003), an increase of forty percent (40%). Throughout this brief, two-year period, overall CLEC lines (resale, UNE-P and CLEC facilities) have steadily increased from 236,392 (December 2001) to 418,727 (November 2003), an increase of seventy-seven percent (77%).



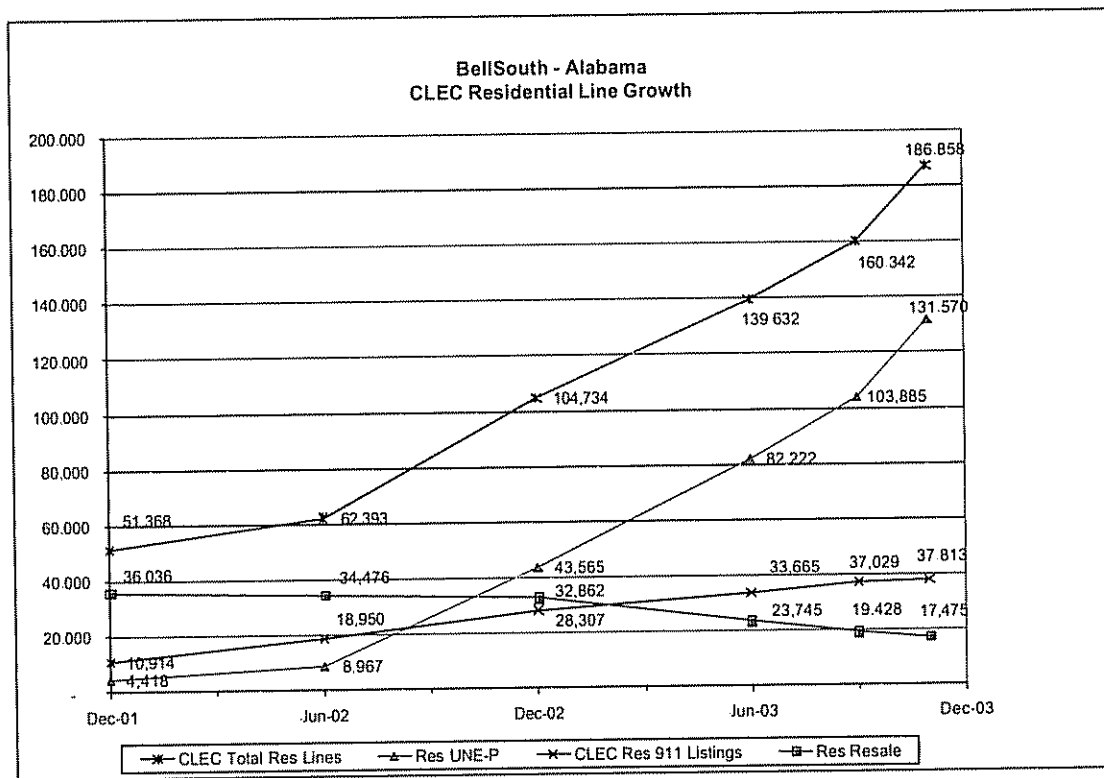
There is substantial competition from CLECs in both the business and residential sectors of the telecommunications market. In the charts below, BellSouth illustrates CLEC competition (resale, UNE-P, and CLEC facilities) from both a business lines and residential lines perspective.

From the beginning of competitive entry, CLECs focused on the business market and have made consistent, significant gains. The chart below demonstrates the consistent line growth CLECs have achieved in the business market over the last two years. This steady growth, on top of a base established prior to December 2001, positioned

BellSouth's competitors to serve essentially 1 out of every 3 business lines in BellSouth's territory by the end of November 2003.



In contrast to the early and steady inroads into the business market, CLECs' interest in the residential market was moderate until BellSouth's long distance entry appeared imminent. As the chart below indicates, CLEC residential line growth has been dramatic in the last eighteen (18) months. Competition for high-end residential customers is now as intense as competition for business customers.



Equally important to the level of competition BellSouth is facing in the local market is the location of that competition. BellSouth now faces competition in every geographic area and every wire center in its service territory in Alabama. While there is significant competition throughout Alabama (*See Exhibit 1 – Customer Guide Pages*), the CLECs have focused on the Tier I metropolitan statistical areas (“MSAs”), which are Birmingham, Mobile, Montgomery, and Huntsville.<sup>26</sup>

Eighty-six percent (86%) of the completed CLEC collocation arrangements are in the wire centers comprising the Tier I MSAs. From these wire centers, many different facilities-based CLECs can address eighty-two percent (82%) and seventy-eight percent

<sup>26</sup> BellSouth’s reference to Tier I (and Tier II) MSAs are the same as set forth in BellSouth Telecommunications, Inc. Petition for Adoption of Metro Pricing Flexibility Plan (“Petition”) filed in this docket on July 3, 2003. By letter dated December 23, 2003, BellSouth made some modifications to the mapping of wire centers to MSAs contained in its July 3, 2003 *Petition* to reflect the latest US Census/Office of Management and Budget (OMB) MSA data released in June 2003.

(78%) of the business and residential access lines, respectively, in BellSouth's area. Cumulatively, wire centers in Tier I and Tier II MSAs have three hundred and two (302) completed collocation arrangements that enable different facilities-based CLECs to address approximately seventy-six percent (76%) of the total access lines in BellSouth's area in Alabama.<sup>27</sup>

As reflected in the chart below containing November 2003 data, CLECs now control thirty-seven percent (37%) (181,306 out of 492,290) of the total business lines and sixteen percent (16%) (122,837 out of 780,165) of the total residential lines in the Alabama Tier I MSAs. This represents an overall CLEC market share of twenty-four percent (24%) in the Tier I MSAs. There is also significant competition in the Alabama Tier II MSAs (Decatur, Tuscaloosa, Florence, Anniston, Gadsden, Auburn/Opelika, Columbus, and Pensacola). In the Alabama Tier II MSAs, CLECs have captured twenty-five percent (25%) (32,314 out of 130,418) of the total business lines and twelve percent (12%) (39,594 out of 340,188) of the total residential lines. This represents an overall CLEC market share of fifteen percent (15%) in the Tier II MSAs.

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<sup>27</sup> The FCC uses collocation data as a measure of competition in MSAs in granting pricing flexibility for certain special access and dedicated transport services. The FCC rules have a "bright line test" that a price cap LEC must demonstrate in order to receive pricing flexibility in a designated MSA. A price cap LEC must demonstrate either (1) that a prescribed percentage of the LEC's wire centers in the MSA have at least one collocator who is using transport facilities owned by a transport provider other than the price cap LEC, or (2) that in wire centers accounting for a certain prescribed percentage of revenues for dedicated transport and special access services that at least one collocator in each wire center is using transport facilities owned by a transport provider other than the price cap LEC. On August 24, 2000, BellSouth filed a petition for pricing flexibility for dedicated transport and special access service with a demonstration of competitive collocation as set forth in these FCC rules. See *Petition for Pricing Flexibility for Special Access and Dedicated Transport Services*, BellSouth Telecommunications, Inc., CC Docket No. 96-262, CC Docket No. 94-1, CCB/CPD File No. 98-63, CC Docket No. 98-157 filed August 24, 2000. BellSouth's petition was for multiple MSAs including several Alabama MSAs – Birmingham; Huntsville; Mobile; Montgomery; Columbus, Georgia; and Pensacola, Florida. The FCC granted BellSouth's petition. See *Memorandum Opinion and Order, BellSouth Petition for Pricing Flexibility for Special Access and Dedicated Transport Services*, CCB/CPD No. 00-20, released December 15, 2000.

Even the Non-MSA areas have experienced substantial competition. For instance, CLECs have captured twenty-two percent (22%) (18,249 out of 81,643) of the total business lines and eleven percent (11%) (24,427 out of 228,196) of the total residential lines. Overall, CLECs have captured fourteen percent (14%) of the market in Non-MSA areas.

MSA	BellSouth Retail Lines			Total CLEC Lines			Total Wireline Market			CLEC Market Share		
	Bus	Res	Total	Bus	Res	Total	Bus	Res	Total	Bus	Res	Total
<b>Tier 1</b>												
Huntsville	73,240	109,099	173,339	48,407	35,275	83,682	121,647	135,374	257,021	40%	26%	33%
Montgomery	44,593	97,027	141,620	32,401	29,835	62,236	76,994	126,862	203,856	42%	24%	31%
Mobile	48,182	118,693	166,875	26,405	19,974	46,379	74,587	138,667	213,254	35%	14%	22%
Birmingham	144,969	341,509	486,478	74,093	37,753	111,846	219,062	379,262	598,324	34%	10%	19%
<b>Subtotal</b>	<b>310,984</b>	<b>657,328</b>	<b>968,312</b>	<b>181,306</b>	<b>122,837</b>	<b>304,143</b>	<b>492,290</b>	<b>780,165</b>	<b>1,272,455</b>	<b>37%</b>	<b>16%</b>	<b>24%</b>
<b>Tier 2</b>												
Decatur	16,236	44,177	60,413	6,096	6,199	12,295	22,332	50,376	72,708	27%	12%	17%
Anniston	14,630	41,147	55,777	5,534	6,124	11,658	20,164	47,271	67,435	27%	13%	17%
Columbus	3,951	26,070	30,021	2,045	3,511	5,556	5,996	29,581	35,577	34%	12%	16%
Auburn	10,982	30,547	41,529	3,425	4,375	7,800	14,407	34,922	49,329	24%	13%	16%
Tuscaloosa	22,180	65,943	88,123	6,995	8,199	15,194	29,175	74,142	103,317	24%	11%	15%
Florence	14,771	49,667	64,438	5,262	5,795	11,057	20,033	55,462	75,495	26%	10%	15%
Gadsden	14,653	39,914	54,567	2,804	5,193	7,997	17,457	45,107	62,564	16%	12%	13%
Pensacola	701	3,129	3,830	153	198	351	854	3,327	4,181	18%	6%	8%
<b>Subtotal</b>	<b>98,104</b>	<b>300,594</b>	<b>398,698</b>	<b>32,314</b>	<b>39,594</b>	<b>71,908</b>	<b>130,418</b>	<b>340,188</b>	<b>470,606</b>	<b>25%</b>	<b>12%</b>	<b>15%</b>
<b>Non-MSA</b>	<b>63,394</b>	<b>203,769</b>	<b>267,163</b>	<b>18,249</b>	<b>24,427</b>	<b>42,676</b>	<b>81,643</b>	<b>228,196</b>	<b>309,839</b>	<b>22%</b>	<b>11%</b>	<b>14%</b>
<b>Total</b>	<b>472,482</b>	<b>1,161,691</b>	<b>1,634,173</b>	<b>231,869</b>	<b>186,858</b>	<b>418,727</b>	<b>704,351</b>	<b>1,348,549</b>	<b>2,052,900</b>	<b>33%</b>	<b>14%</b>	<b>20%</b>

While all areas of the state are competitive, it is indisputable that the Tier I MSAs are robustly competitive. Indeed, CLEC market share is sixty percent (60%) greater in Tier I MSAs than in Tier II or Non-MSA areas. Unquestionably, BellSouth needs regulatory flexibility to meet the competitive challenges in Alabama.

When all of the data in this section is summed up, there are a number of irrefutable conclusions to be drawn:

1. Alabama consumers throughout the entire state have many competitive carrier alternatives from which they can purchase telecommunications services;



2. Alabama consumers are taking advantage of these competitive alternatives throughout the state in both the business and residential markets;
3. The business markets throughout the state are fully competitive as evidenced by the fact that the CLECs have captured 33% of the total business lines in the state of Alabama;
4. The single most competitive market in the entire state of Alabama is the Tier I MSA business market, where CLECs have captured 37% of the total business lines; and
5. The Tier I MSAs (both residential and business) are the most competitive in the state as evidenced by the fact that the CLECs have captured 24% of the combined business and residential lines

In simple terms, CLECs have captured virtually *one out of every three* business lines throughout BellSouth's territory in the entire state of Alabama. CLECs also control, on a statewide basis, almost *one out of every five* of the total lines (both residential and business) that exist in BellSouth's territory in Alabama. While this is clearly a significant level of competition, it is important to remember, and not the least bit insignificant, that competitors are not interested in serving all of BellSouth's customers, particularly those customers that spend little on telecommunications services. For example, almost 500,000 of BellSouth's access lines in Alabama subscribe to one vertical feature or none at all. Taking this fact into account, CLEC control of one in five lines dramatically understates the competitive success CLECs are enjoying in their quest for profitable customers.

Obviously, competition has arrived in Alabama and is growing. In order to meet this robust competition, BellSouth needs flexible regulation that reflects today's competitive reality. As market forces can now dictate competitive behavior, there is no need for the Commission to review retail offerings prior to market introduction and consumer evaluation, except in very limited circumstances such as IFR pricing in Tier II MSAs and Non-MSA areas. Speed to market and the ability to confidently and rapidly

adjust the product portfolio for a changing marketplace are necessary for participants in every competitive market. Today's telecommunications market in Alabama is no different. BellSouth (and other competitors) need to rapidly react to developments in the retail market. As competition increases, regulation should decrease. Clearly, competition has increased in Alabama. It is time for the retail regulation of BellSouth (and other competitors) to reflect this economic fact.

V. **THE COMMUNICATIONS LANDSCAPE HAS CHANGED, AND WILL CONTINUE TO CHANGE, DRAMATICALLY. "LOTS" IS REPLACING "POTS."**

Any discussion of the marketplace changes occurring since the adoption of the 1995 Price Regulation and Local Competition Plan and focusing solely on market share gains made by competitors would tell only half of the story of how today's telecommunications market is a different place. Are there more competitors than in 1995? Yes. Are they using new technologies and strategies to win customers? Yes. Are they winning large numbers of customers? Yes. Is today's market characterized by Plain Old Telephone Service ("POTS") lines and a few optional features as was the case in 1995? No! Today, a large segment of the market is characterized by customers wanting LOTS (Lots of telecommunications services).

During the last eight years, the market has witnessed a major transformation as customers have abandoned the POTS service of 1995 and adopted new value-added services. As mentioned above, approximately 500,000 BellSouth customers have one or less optional features on their line. The rest have abandoned the old social pricing structure of POTS (basic local service) for LOTS of value-added features, packages, unlimited long-distance, wireless, broadband Internet, and VoIP provided by BellSouth

and other competitors. They have shown a willingness to pay more than POTS pricing for LOTS more services and value, and competition for LOTS customers is fierce.

In 1995, a typical customer, with access only to an a-la-carte menu, could choose from the following to address his/her communications and information needs:

1. Voice telephone service provided over a circuit-switched network by one local telecommunications service provider.
2. Some limited optional features available from the local telecommunications service provider.
3. Relatively expensive long-distance service available from multiple companies.
4. One-way numeric paging service from a few providers.
5. Very expensive wireless voice service available from a limited number of wireless companies.
6. Dial-up access to the Internet - no broadband access service available from the local telecommunications provider or the CATV provider.
7. CATV service, if available, from one provider.

Today, a typical customer, with access to the a-la-carte menu and an “all you can eat” menu, can choose from the following to address his/her communications and information needs:

1. Voice telephone service provided over a circuit switched network from multiple providers (ILECs, CLECs, CATV companies, etc.).
2. Voice telephone service provided via Internet Protocol (“VoIP”) from a few providers.
3. Numerous optional features available from multiple companies.
4. Relatively expensive long-distance service available from multiple companies on an a-la-carte basis, or relatively inexpensive (appearing almost free) long distance service when bundled with local voice service and optional features from multiple companies (ILECs, CLECs, wireless carriers, CATV companies, VoIP providers, etc.).

5. One-way paging or two-way interactive text paging from numerous wireless providers.
6. Relatively inexpensive wireless voice service from numerous providers.
7. Dial-up Internet access and broadband Internet access available from multiple providers (ILECs, CLECs, CATV providers, wireless providers, etc.).<sup>28</sup>
8. CATV service, usually available, from one or two providers (land-based or satellite).

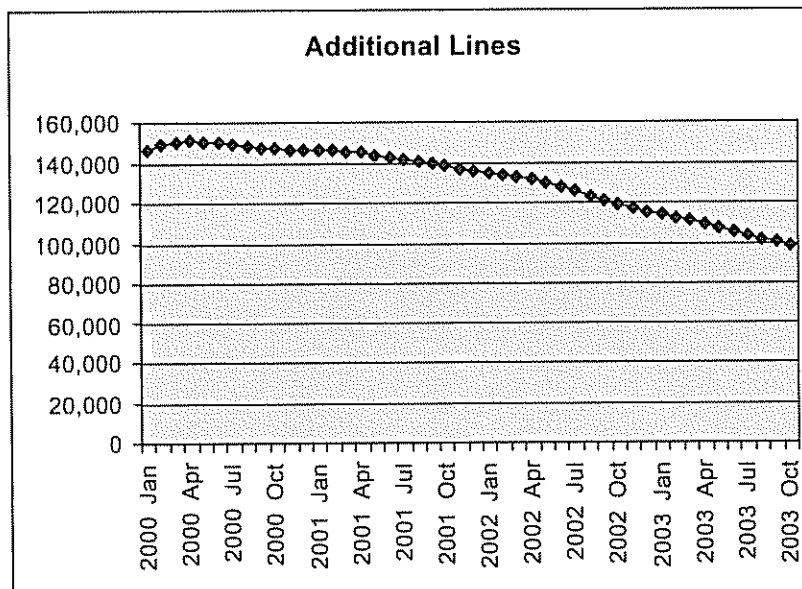
The most dramatic changes from 1995 to the present are: 1) the existence of alternative providers offering either the full range or almost-full range of communications services, 2) the availability of bundles of service offerings ranging from local voice and long distance service for one price to bundles of all distance telephone service with multiple features, paging service, cellular service, Internet service, and CATV service – with multiple providers of various bundles, and 3) the continued advances in technology, advances that will continue unabated into the future.

Whereas the telecommunications market of 1995 was characterized by minimal competition for POTS lines, today's market is divided between fierce competition for LOTS customers that have left behind the POTS social pricing structure and less competition for those customers desiring little more than a 1FR. It is unclear how many POTS customers will ultimately remain in the future. But, it is clear there is much less need today for retail regulation of the highly competitive LOTS customers and services that have essentially migrated beyond yesterday's social pricing structure. More and more, market forces are driving this segment of the market.

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<sup>28</sup> Access to the Internet has resulted in an explosion of e-mail and instant messaging that replaces what have traditionally been local and long-distance voice calls.

In the future, there may not be a typical customer. For a period of time, some customers may continue to require only traditional voice telephone service, although unlike the past, there will be a choice of providers. Increasingly, more and more customers will likely be “wireless-only” customers, securing all of their communications and information needs from a wireless carrier. Some will be content to be LOTS customers. One measure of the impact that product substitution (wireless and cable modem) and product innovation (digital subscriber lines) can have is the thirty-three percent (33%) decline in additional lines BellSouth has witnessed in the last three years (almost 50,000 lines) shown in the chart below.



To remain a viable alternative in the future, wireline services must be seen and treated as simply one alternative of many communications services that compete with other alternative communications services, because in today's marketplace, competition is coming from many different competitors.

**A. Consistent With Marketplace Trends, Wireline CLECs Are Offering Competitively Priced Bundles To Win Customers From BellSouth.**

As referenced above, one of the more significant changes from 1995 to the present is the availability of bundles of service offerings from numerous providers. Attached as Exhibit 3 is a sample of the wireline bundles that are currently available to Alabama's residential customers. As is evident from the information contained in the Exhibit, competitors have developed various bundles of services that are designed to appeal to various types of residential customers – those who need primarily local voice calling with few add-ons, those who want unlimited long-distance calling, or those who want all of the latest optional features and unlimited long-distance calling – with competitive prices. Bundles meet the needs of those customers who desire to have all of their communications and information services provided by one company on one bill.

**B. Continued Advances In Technology Are Contributing To The Growth Of Local Competition, And In Fact, Are Re-defining What Constitutes A Communications Service.**

There is no doubt that technology is moving forward. With technological change, significant competitive alternatives to traditional wireline telephony have developed. The competitive telecommunications market is no longer defined by ILECs and CLECs; indeed, cellular companies, cable companies, and VoIP providers are just as likely to win a consumer's telecommunications business as a provider of traditional wireline service.

**i) Historically, cellular service has been viewed as a complimentary service to traditional landline, voice service, but increasingly is viewed as a substitute by some customers.**

In today's market, competition for customers is coming from many different directions. Wireless carriers are a huge competitive threat. Currently, the FCC reports

there are sixteen (16) wireless carriers providing service in Alabama.<sup>29</sup> Exhibit 4 to these Comments is an updated version of Exhibit 3 of BellSouth's July 3, 2003 *Petition*, and it details several of the many cellular alternatives to wireline services for residential and business customers in Alabama. The wireless offerings listed in Exhibit 4 are for the largest carriers serving Alabama – Alltel, AT&T Wireless, Cingular, Nextel, Sprint, T-Mobile, and Verizon. As can be seen in the Exhibit, cellular companies have developed bundles which are designed to compete directly with the bundles offered by wireline carriers.

Although it is hardly considered a “new” technology, wireless continues to revolutionize the telecommunications industry. Mass-market adoption of wireless service continues to grow. According to a recent survey by Scarborough Research, two out of three households nationwide have cell phones.<sup>30</sup> The Cellular Telecommunications and Internet Association (CTIA) reports that wireless minutes of use have grown over thirty percent (30%) from 2001 to 2002.<sup>31</sup> In its annual wireless report, the FCC reports that over ninety-five percent (95%) of the U.S. population (270 million people) lives in

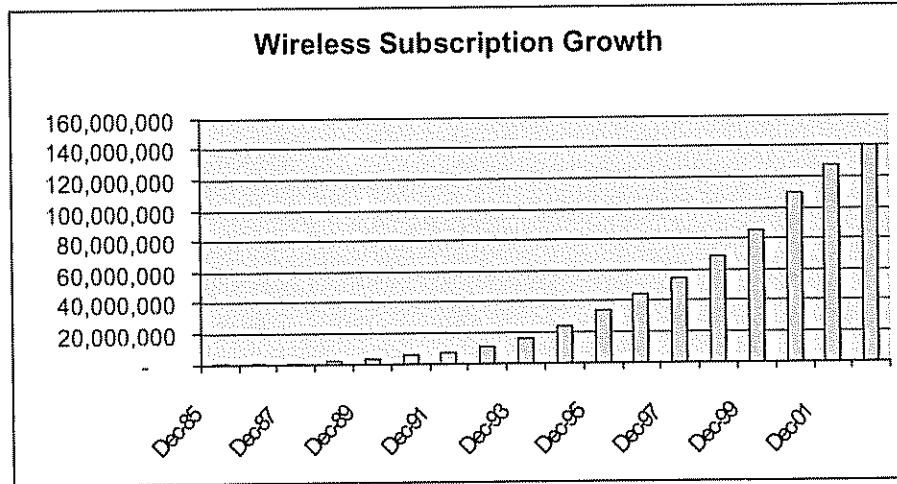
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<sup>29</sup> Numbering Resource Utilization in the United States as of June 30, 2003, Craig Stroup and John Vu, Industry Analysis and Technology Division, Wireline Competition Bureau, Federal Communications Commission, December 2003 and the Local Exchange Routing Guide (LERG). The following wireless carriers are identified by these reports - ALLTEL; Arch Wireless Holdings, Inc.; AT&T Wireless; BellSouth Mobility (Cingular); DigIPH PCS, Inc.; Farmers Cellular Telephone, Inc.; Louisiana Unwired LLC; NEXTEL; Pine Belt PCS, Inc.; Powertel, Inc.; Public Service Cellular, Inc.; Sharp Communications Inc.; Southern Communications Services; Sprint Spectrum L.P.; Verizon Wireless; and Weblink Wireless Inc.

<sup>30</sup> “Atlanta is cellphone capital, Metro area leads U.S. in popularity; report cites traffic,” Atlanta Journal Constitution, October 3, 2003, Business Section, Robert Luke.

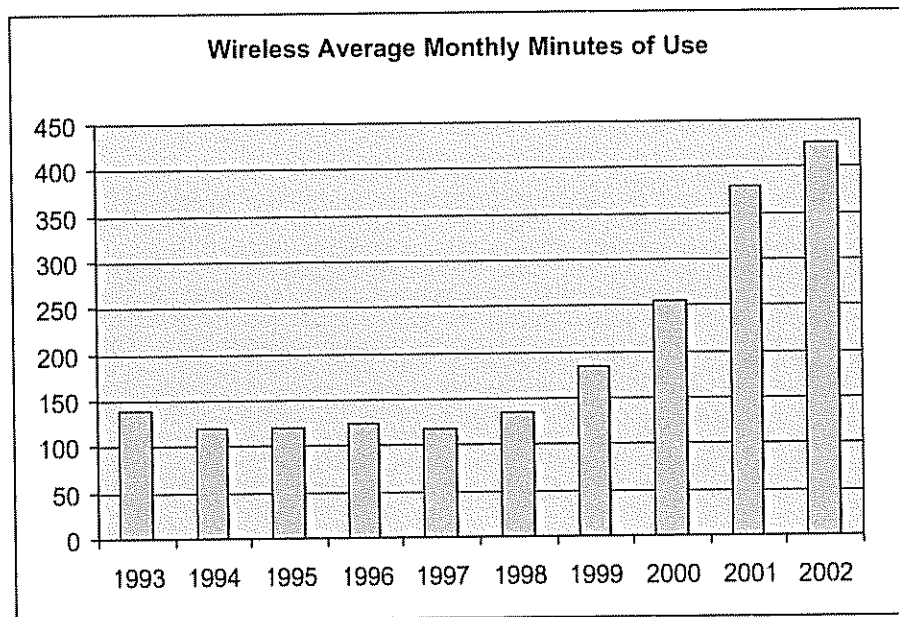
<sup>31</sup> CTIA's Semi-Annual Wireless Industry Survey, 2003 Mid-year

counties with three or more different wireless operators.<sup>32</sup> The following chart shows the dramatic growth in cellular subscribers since 1985.



Source: CTIA Semi-Annual Wireless Industry Survey, 2003 Mid Year

As shown in the following chart, CTIA reported an average of 427 minutes-of-use for the period of June to December 2002.<sup>33</sup>



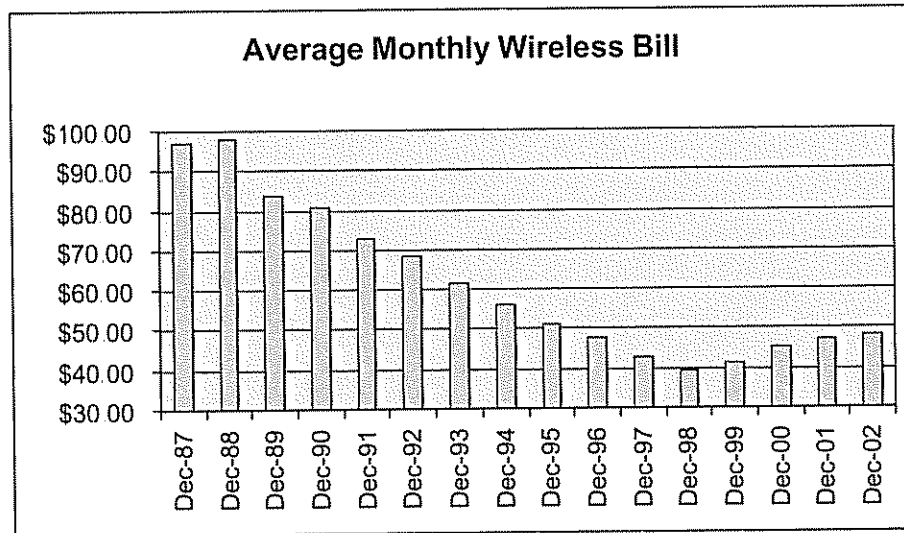
Source: FCC Trends in Telephone Service, Table 11.3, Source CTIA, 8/7/03.

<sup>32</sup> FCC's Eighth Report, WT Docket No. 02-379, released July 14, 2003, ("Eighth Report"), ¶ 18.

<sup>33</sup> Eighth Report, ¶65



The average monthly bill has fallen over time, and wireless service has become an affordable convenience as opposed to high cost luxury. The average monthly bill has decreased from \$96.83 in 1987 to a low of \$39.43 in 1998, and slightly increasing over the last four years to \$48.44.<sup>34</sup>



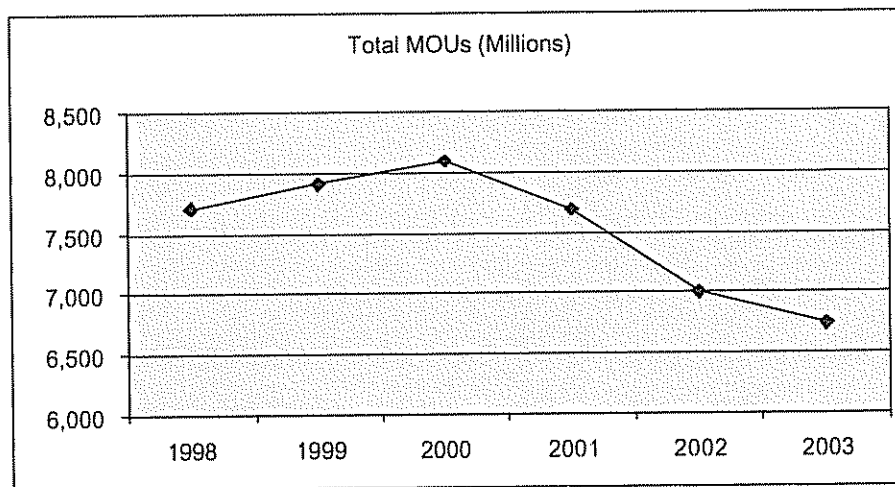
Source: Eight Report, FCC 03-150, Table 1: CTIA Semi-Annual Mobile Telephone Industry Survey

Today, wireless carriers are offering packages that include local, long distance, voice mail and other features in one package. Packages offer varying levels of usage starting with a relatively low number of minutes all the way to unlimited usage. When the mobile nature of wireless service is added to affordable packages, it easy to understand how customers choose to use their wireless service as their primary means of telecommunications, if not their only means.

Wireless users are using their wireless telephones more and more for long distance calls. The FCC has reported that the percentage of interstate interLATA wireless minutes in 2000 was eleven percent (11%), in 2001 – seventeen percent (17%), and in 2002 –

<sup>34</sup> The average monthly bill expressed on a per minute of use basis has dropped from \$ 47 in 1994 to \$ 11 in 2002.

twenty-one percent (21%). Wireless callers are using their phones more for long distance calls and using their wireline telephones less for long distance. Wireline interstate switched access minutes of use data confirm that since the second quarter of 2000 interstate switched access minutes of use have declined each quarter for eleven (11) quarters straight.<sup>35</sup> BellSouth's Alabama interstate and intrastate total switched access minutes of use ("MOUs") have shown a similar trend, as evidenced in the chart below.



**BellSouth's Alabama Interstate and Intrastate Total Switched Access MOUs**

This trend in switched access MOUs is related to the accessibility of wireless service, the shift towards wireless plans with large caches of minutes, line losses to CLECs, and losses to other substitute technologies. Further, this trend is impacting interexchange carriers who see wireless displacement affecting their long distance revenues. (See Exhibit 5, p. 6 (BellSouth's 10/21/03 *FCC Ex Parte*) for a sample of the interexchange carriers' quotes on the subject.)

<sup>35</sup> Trends in Telephone Service, Industry Analysis and Technology Division, Wireline Competition Bureau, FCC, August 2003, Table 10 3

It is axiomatic that technology will continue to change consumer usage patterns in the local telecommunications market. Indeed, at the 2003 Annual Meeting of the United States Telecom Association, J. D. Power Senior Director Steve Kirkeby provided the following data regarding technology substitution:

More than 45% of long distance calls are being displaced by a combination of e-mail (19%), instant messaging, voice-over-Internet protocol and wireless telephone (20%), J.D. Power Senior Dir. Steve Kirkeby said. He said the figure for local calls was more than 30%, including 10% displacement by e-mail and 15% by wireless. Kirkeby predicted as many as 5% of U.S. households would eliminate a traditional wireline phone by early next year, up from 2% in 2002, and "the trend will continue."<sup>36</sup>

Wireless substitution of the wireline network has certainly arrived. One study suggests that wireless service will displace 13.7 million access lines by 2006.<sup>37</sup> In the FCC's 7<sup>th</sup> Annual CMRS Report (2002), it was estimated that three to five percent (3-5%) of wireless customers use their wireless telephone as their only telephone.<sup>38</sup> BellSouth estimates there are one million wireless-only households in its nine-state region, with eight to ten percent (8-10%) residing in Alabama. With the implementation of wireline to wireless number portability on November 24, 2003, wireline customers have less reason to hang on to their current wireline service.<sup>39</sup> This conclusion is supported by the following

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<sup>36</sup> Communications Daily, October 15, 2003.

<sup>37</sup> IDC 2002 U. S. Personal Wireless Communications User Survey.

<sup>38</sup> 7th Annual CRMS Report, page 33.

<sup>39</sup> Since 2001, the number of wireless subscribers in the U.S. has exceeded the number of wireline subscribers, and the gap is growing rapidly. In August 2003, IDC issued an opinion stating that wireless displacement of wireline access lines "is forecast to accelerate as a function both of increasing cultural acceptance of wireless as an alternative to wireline access lines, particularly among youth and young adults, and of the anticipated availability of wireline-wireless number portability beginning in November 2003." IDC forecasts that, even absent substantial improvements in wireless technology or service quality, by 2007 9.8 percent of all U.S. households will rely on wireless as the primary means of voice communications and not have primary access lines, more than double the IDC year-end 2002 estimate of 4.4 percent of all U.S. households. Further improvements in wireless technology or the quality of service offerings would increase

quote from a recent article in The Birmingham News, "...18 percent of home-phone owners say they are likely to switch, says InsightExpress, an online market research company."<sup>40</sup>

- ii) **CATV companies are the leading providers of broadband Internet access and are increasingly competing directly for traditional local and long-distance wireline voice services.**

CATV companies are the leading providers of broadband Internet access in the United States. On a nationwide basis, the FCC estimates that approximately fifty-seven percent (57%) of residential broadband subscribers today use cable modem service.<sup>41</sup> In the Alabama market, CATV providers have a sixty-three percent (63%) market share of the broadband Internet market.<sup>42</sup> See the following charts for additional information on the nationwide and Alabama markets.

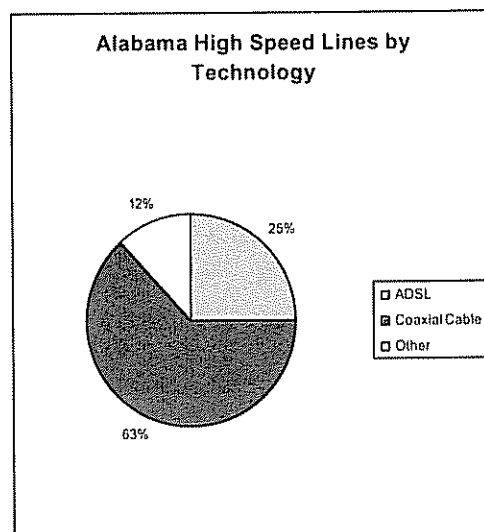
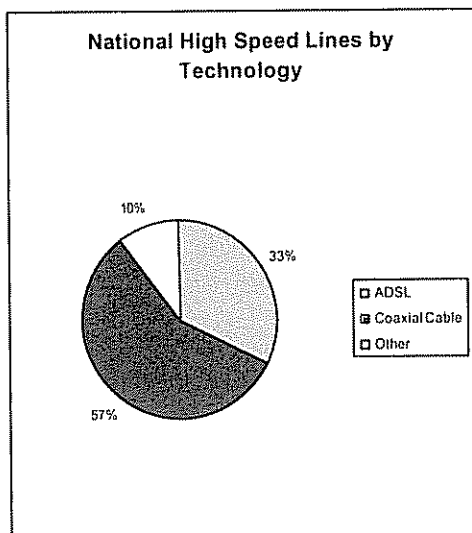
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the primary line displacement rate. (IDC, *U.S. Wireless Displacement of Wireline Access Lines Forecast and Analysis, 2003-2007*, at 13-14 (August 2003).

<sup>40</sup> The Birmingham News, dated November 21, 2003.

<sup>41</sup> High-Speed Services for Internet Access: Status as of December 31, 2002, Industry Analysis and Technology Division, Wireline Competition Bureau, Federal Communications Commission, June 2003, Table 7.

<sup>42</sup> High-Speed Services for Internet Access: Status as of December 31, 2002, Industry Analysis and Technology Division, Wireline Competition Bureau, Federal Communications Commission, June 2003, Table 7.



CATV providers obtained this significant market share in the high speed Internet access market by making the necessary investments to upgrade their one way, analog systems used only for the delivery of video programming and brought their cable modem service to market ahead of the ILECs' DSL service. The infrastructure was upgraded by employing a hybrid fiber-coaxial architecture where they installed fiber from the head-end to neighborhood nodes. Coaxial cables extended the connection from the neighborhood nodes to the residential subscriber's home. At the residential subscriber's home, a splitter and a cable modem was installed. The splitter would separate signals and direct one signal through one cable to the television and the other signal to a second cable to the computer. Once these upgrades transformed their one-way CATV networks to two-way interactive systems, CATV providers were not only able to provide cable modem service, but also to provide competitive local telephone service over the same system with the addition of some circuit switches.

For example, one cable TV provider, Knology, is providing competitive local telecommunications services in several Alabama markets – Gunter Air Force Base, Harvest, Huntsville, Lanett, Madison, Maxwell Air Force Base, Montgomery, Pike Road, Prattville, Redstone Arsenal, and Valley.<sup>43</sup> Knology is offering bundled discounts for customers who purchase cable, high-speed Internet access, and telephone service. Knology cable customers can receive a five percent (5%) discount off of their telephone line and features when combined with cable service. A customer can receive up to a \$20 discount when they bundle high speed Internet access, cable, and telecommunications services together. The CATV companies' use of their current facilities with the necessary equipment to run telecommunications service is very profitable. According to Business Week Online:

For cable companies, the phone gambit could pay off big time. Cox's rollout of phone service using the older technology is going better than expected, said Sobani Wanre, an analyst with Williams Capital. Profit margins, calculated before the payment of income taxes or depreciation, were 38% for the fourth quarter and averaged 35% for all of 2002, Warner writes. That's up from 25% to 28% in 2001.<sup>44</sup>

CATV companies are now looking to further profit on their network upgrades through the deployment of a new technology – Voice over Internet Protocol (“VoIP”). VoIP is a technology that allows a customer to make and receive telephone calls over their high speed Internet connection as opposed to traditional wireline or wireless voice telephone service. On December 9, 2003, Time Warner announced that it had signed deals with MCI and Sprint to provide connectivity and other IP provisioning services for its VoIP service rollout. Comcast and Cox Communications have announced VoIP

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<sup>43</sup> See [www.knology.com](http://www.knology.com)

<sup>44</sup> BusinessWeek Online, March 2003, “Broadband Telephony”.

rollouts . CATV providers can now boast of their ability to provide the triple play – voice, data and video – to their customers. These companies provide their services essentially unfettered by regulation.

Clearly, the triple play is attractive to consumers and a potent competitive weapon. As the chart on page 26 indicates, BellSouth has sustained its highest percentages of residential customer loss in the Huntsville and Montgomery MSAs, twenty-six percent (26%) and twenty-four (24%), respectively, where Knology's triple play is offered. VoIP will accelerate this competitive force and the need for BellSouth to provide a competitive response

Nevertheless, the competitive threat that VoIP presents BellSouth is not just from CATV companies, but also from new, pure-play providers, such as Vonage, and established national players, such as AT&T. On December 11, 2003, AT&T announced its intention to offer unlimited local and long-distance calling in the top one hundred (100) metropolitan markets through VoIP technology beginning in 2004.

*VoIP goes mainstream – Making calls over data networks catches on locally*, is the title of a December 5, 2003, article in the Birmingham Business Journal describing the benefits of VoIP to business customers and its rapid adoption. Quoting Synergy Research Group, the Journal reports that the enterprise VoIP market grew fifteen percent (15%) in the third quarter, and Forrester Research expects VoIP connections to overtake standard network connections by 2007.

The late year VoIP announcements from Time Warner, AT&T, Cox, and Comcast indicate VoIP's growth in the mass market may be as rapid as its current growth in the business market. VoIP is poised to impact today's competitive telecommunications

market just as CLEC facilities-based competition, UNE-P competition, wireless substitution, cable telephony, data substitution, and other factors have, and maybe even more so. With all of the technological, market, and regulatory developments that have occurred and those that are yet to come, some industry analysts are beginning to question the need for continued regulation of retail services. For example, the Progress and Freedom Foundation stated the following in a recent report:

Some regulators have perceived local residential service as outside the pathway of these trends, with residential customers apparently inescapably bound to their local telephone company for traditional voice services. However, recent developments have proven that assumption to be false. **Multiple providers, especially wireless providers and cable TV operators, have already “sunk” substantial capital into network capacity that can provide services directly competitive with basic telephone services. At the same time, digital technologies, including voice packetization (e.g., voice-over-Internet protocol(VoIP)), have reduced the sunk capital needed for direct competition with local wireline phone company voice services and increased the mobility of that sunk capital to address other geographic and product markets.”** Finally, the market itself has changed such that customers are willing to substitute different services for wireline voice and electronic communications for traditional voice service.<sup>45</sup>

**VI. THE STAFF’S RECOMMENDED PLAN IGNORES TODAY’S COMPETITIVE MARKETPLACE AND IS INCONSISTENT WITH THE COMMISSION’S HISTORY OF PROGRESSIVE REGULATION.**

As these Comments thoroughly demonstrate, the telecommunications market has experienced a massive transformation since 1995 that is accelerating. BellSouth’s primary objection to the Staff’s “Streamlined Regulation Plan” is its status quo approach to regulation, in spite of the dramatic changes that have occurred in the marketplace. Inconsistent with this Commission’s history of adopting progressive regulation reflecting new marketplace realities, the Staff Plan ignores today’s competitive market in Alabama

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<sup>45</sup> See “Trends In The Competitiveness Of Telecommunications Markets: Implications for Deregulation of Retail Local Services,” The Progress and Freedom Foundations, December 2003, Page 9.



and the need for more regulatory flexibility. While the Staff Plan would have been suitable for a pre-1996 Act marketplace, it is totally inappropriate eight years later when:

1. Competing firms have acquired one in three business customers and one in five total customers;
2. Cable telephony is a reality in two Tier I MSAs and VoIP can deliver local service over cable modem broadband connections;
3. Wireless phones are replacing landline phones;
4. Customers increasingly want bundles (LOTS), not POTS; and,
5. Business and residential bundle customers are offered discounts, cash back, and other competitive incentives.

This is particularly true for Alabama's Tier I metros where CLECs have focused their resources. BellSouth's Comments demonstrate the competitive nature of Alabama's market and why regulation must change in order to allow BellSouth to compete more freely in these markets with CLECs, cable companies, wireless companies, VoIP providers, and other competitors to the benefit of Alabama consumers.

Contrary to its title and what current market conditions dictate, the Streamlined Regulation Plan inexplicably increases the regulatory requirements upon BellSouth and other carriers at a time of increased competition. BellSouth's performance under the current price regulation plan and the competitive market demonstrate that BellSouth merits less regulation rather than more. The Staff Plan also requires ILECs electing the plan to certify that the ILEC will provide non-discriminatory interconnections to CLECs and provide for reasonable nondiscriminatory collocation by CLECs. BellSouth has been operating under these regulatory conditions for eight years since the adoption of the 1996 Act. Therefore, such additional certifications are unnecessary for BellSouth. The Staff

Plan is in stark contrast to the Commission's past history of changing regulation to meet the changing competitive nature of the telecommunications marketplace.

The Staff Plan requires infrastructure commitments reminiscent of monopoly regulation. Such infrastructure commitments are not necessary in a competitive market where the marketplace itself provides incentive for companies to develop and offer customer desired products and services and where all competitors have an equal opportunity to compete. The Staff Plan also introduces additional reporting requirements. For every tariff filing for basic services, BellSouth would be required to file a schedule delineating each service's current units annualized, present rate, proposed rate, amount and percentage of the increase or decrease. A streamlined plan should remove reporting requirements, not create them.

The Staff Plan fails to recognize the competitive market in Alabama in its proposed tariff filing time frames. Several of the required notification times frames have remained the same or have actually increased. The notification requirements for a new service remains at thirty (30) days. BellSouth needs to be able to file new services in seven (7) days in order to be competitive. Notification for changes to terms and conditions, price decreases, and price increases need to be shortened in order to meet the demands of the market. In addition, tariff filings should be presumptively valid. Tariffs should no longer be subject to suspension, but should be allowed to go into effect. As mentioned earlier, at no time during the eight year history of the Price Regulation and Local Competition Plan has BellSouth been found in violation of the terms of the Plan.

The Staff Plan calls for a rate cap on three optional features – Call Waiting, Call Forwarding and Caller ID. Under the current plan, these optional features are Non-Basic

services subject only to a ten percent (10%) basket cap. Non-Basic services are optional or discretionary in nature and are not required for basic telecommunications service. Because they are available from alternative sources, they should not be restricted as outlined in the Staff Plan. Such a provision is a curious step backwards and contrary to the leadership that this Commission has shown through the years in changing and updating regulation to meet market conditions.

The Staff Plan would inappropriately require BellSouth to either take a more restrictive plan than the one under which it currently operates or convert to rate of return regulation. Further, under the Staff Plan, the Commission has the right to extend, modify or repeal all or part of the plan, leaving BellSouth no alternative but regressing to rate of return regulation. Increasingly competitive markets demand less, not more, restrictive regulation.

The Staff Plan would change the price floor for retail services from long run incremental cost ("LRIC") to total service long run incremental cost ("TSLRIC") or the equivalent UNE composite rate. BellSouth has always strictly conformed to the Commission's LRIC price floor, and there is no need to change the price floor for the purposes of the new plan.

One area of agreement between the Staff Plan, ICO Plan, and BellSouth's Metro Plan is the need for moderate pricing flexibility of basic residential local exchange service (IFR service). All three plans propose slightly lifting the current price cap of the IFR. As competition continues to eliminate subsidies for universal service, and until a new universal service mechanism is established, it is prudent to allow IFRs to gently move toward their costs. Yet, here again, BellSouth's approach is more flexible and the Staff

Plan more restrictive. BellSouth proposes to allow companies to increase the IFR no more than five percent (5%) per year, while the Staff Plan proposes a mandatory three percent (3%) per year increase.

The Staff Plan misses the mark in terms of moving the regulatory scheme towards the inherent efficiencies of a competitive market place. The Staff Plan completely fails to recognize the competitive nature of the Alabama telecommunications marketplace and would increase restrictions on the BellSouth at a time when regulatory treatment should be lessened. The Commission should take the opportunity to move forward, as it has in the past by adopting progressive, not regressive or stagnant, regulatory policies.

**VII. BELL SOUTH'S PROPOSED METRO PRICING FLEXIBILITY PLAN IS THE APPROPRIATE REGULATORY FRAMEWORK FOR TODAY.**

As discussed in great detail above, today's telecom market is competitive, spectacularly different than in 1995, and changing rapidly. It is time for the Commission to re-define the telecommunications market and take into account the realities of today's competitive environment. Simply stated, the Commission should acknowledge the robustly competitive nature of the local telecommunications market and take into consideration that ILECs and CLECs are just two of many types of competitors for local telecommunications service. The Commission should also acknowledge the widespread availability of substitute technologies and the market's ability to respond to consumer demand for innovative products and services.

Of the three plans proposed, BellSouth's Metro Pricing Flexibility Plan is the only plan acknowledging the competitive nature of today's market by proposing a truly streamlined approach to retail market regulation. Retail competition has increased significantly and, consequently, retail regulation should be streamlined significantly. The

Metro Pricing Flexibility Plan truly streamlines retail regulation through its presumptively valid tariffs, compressed filing timelines, and regulatory deference to market forces where competition is most robust.

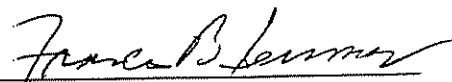
Flexible, streamlined retail regulation is justified, not only by the competitive market described in these comments, but also by the existence of a highly regulated wholesale market. Unlike any other provider in the market, only BellSouth's retail and wholesale rates and offerings are thoroughly scrutinized by the Commission, in spite of the fact that today's market is more competitive than it has ever been. Indeed, BellSouth's business is regulated at two levels -- retail and wholesale. The existence of robust retail competition, combined with federal wholesale safeguards, is more than enough justification for this Commission to adopt a new, more flexible regulatory policy for the retail market.

The Alabama Public Service Commission has a distinguished heritage of adopting progressive regulatory policies reflecting changing dynamics and new realities in the industries it regulates. Having successfully overseen the establishment of a competitive telecommunications market in Alabama that is providing consumers with more choices and value than they have ever enjoyed, it is now time for the Commission to adopt a regulatory policy appropriate for a competitive market. BellSouth's Metro Pricing Flexibility Plan is such a plan. Through its adoption, the Alabama Public Service Commission will strengthen the competitive market serving Alabama's consumers, remain true to its history of policy leadership, and free itself from retail regulatory gamesmanship to address the next crucial policy issue of universal service in a competitive market.

# **VIII. CONCLUSION**

Alabama's telecommunications market is competitive requiring a more flexible, market-based regulatory approach. The Commission should adopt BellSouth's proposed plan to the benefit of Alabama consumers.

Respectfully submitted this 6th day of January 2004.

  
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520059

## **CERTIFICATE OF SERVICE**

I hereby certify that I have served a copy of the foregoing Comments of BellSouth Telecommunications, Inc. on all parties of record by placing a copy of same in the United States Mail, postage prepaid, on this the 6<sup>th</sup> day of **January, 2004**.

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FRANCIS B. SEMMES

**Customer Guide Pages from White Pages Directories in Alabama  
Index**

Page Number	Directory Name
1.	Index Page
2.	Albertville
3.	Alexander City
4.	Athens
5.	Auburn/Opelika
6.	Baldwin County
7.	Bay Minette
8.	Bessemer
9.	Bibb County
10.	Birmingham
11.	Brewton/Evergreen
12.	Bridgeport/Stevenson
13.	Clanton
14.	Cullman
15.	Decatur
16.	Demopolis
17.	Eufaula
18.	Eutaw
19.	Fort Payne
20.	Gadsden
21.	Greensboro
22.	Greater Calhoun County
23.	Greater Shelby County
24.	Huntsville
25.	Jackson
26.	LaFayette
27.	Mobile
28.	Montgomery
29.	Phenix City
30.	Prattville
31.	Selma
32.	Shoals Area
33.	Greater Talladega County
34.	Thomasville
35.	Troy
36.	Tuscaloosa
37.	Tuskegee
38.	Wetumpka





## Establishing Phone Service

(Additional information may be available on some of the Local Service Providers listed below in the Local Service Providers section following the Customer Guide Pages in your White Pages directory)

### LOCAL SERVICE PROVIDERS

	Residence	Business
<b>BellSouth</b> ( <a href="http://www.bellsouth.com/establishservice">www.bellsouth.com/establishservice</a> )	1-888-757-6500	1-866-620-6000 (Mon - Fri. 8 am - 5 pm)
If calling from a wireless phone, a non-BellSouth telephone number, or from outside AL:	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon - Fri. 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Alternative Phone, Inc.</b> (Mon - Fri. 9 am - 5 pm)	1-800-930-4290	
<b>Annox</b> (Mon - Fri. 7:30 am - 8:30 pm) (Sat. 8 am - 5 pm)	1-800-770-7785	
<b>BTI</b> (24 hours a day. 7 days a week)		1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-424-5588	
<b>Comm South Companies, Inc.</b> (Mon - Fri. 8 am - 10 pm CST - Sat. 8 am - 4 pm CST)	1-888-224-5901	1-888-225-7511
<b>Delta Phones, Inc.</b> (Mon - Fri. 8 am - 5 pm/Sat. 9 am - 2 pm)	1-800-814-8623	
<b>EZ TALK Communications, LLC</b> (24 hours a day. 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gildra's Communications, Inc.</b> (Mon - Sat. 9 am - 5 pm)	1-877-445-3114	1-877-445-3114
<b>IDS TELCOM</b> (24 hours a day. 7 days a week)	1-800-335-4437	1-800-335-4437
<b>InLine</b> (Mon - Fri. 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon - Fri. 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day. 7 days a week)	1-800-239-3000	1-800-239-3000
<b>LecStar Communications</b> (7 am - 12 am EST. 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day. 7 days a week)		1-866-LY-Local
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>Momentum Business Solutions, Inc.</b> (Mon - Fri. 7 am - 6 pm/Sat. 8 am - 5 pm CST)	1-877-271-0236	1-800-466-2210
<b>NETWORK TELEPHONE</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day. 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon - Fri. 7 am - 8 pm) (Sat. 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon - Fri. 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon - Fri. 9 am - 6 pm/Sat. 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>SEVEN BRIDGES COMMUNICATIONS</b> (Mon - Fri. 8 am - 5:30 pm/Sat. 10 am - 3 pm)	(English) 1-877-601-7320 (Spanish) 1-877-601-7315	
<b>Southern Reconnect Inc.</b> (24 hours a day. 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b> (Mon - Fri. 8:30 am - 5:30 pm/Sat. 9 am - 1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-492-5566	
<b>Z-Tel Communications, Inc.</b> (6 am - 11 pm CST. 7 days a week)	1-800-246-5450	

### PAY TELEPHONE SERVICE

For Telephone Numbers of Pay Telephone Providers look in the Yellow Pages under the heading Pay Telephones



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<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gildra's Communications, Inc.</b> (Mon - Sat, 9 am - 5 pm)	1-877-445-3114	1-877-445-3114
<b>IDS TELCOM</b> (24 hours a day, 7 days a week)	1-800-335-4437	1-800-335-4437
<b>InLine</b> (Mon - Fri, 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon - Fri, 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day, 7 days a week)	1-800-239-3000	1-800-239-3000
<b>LecStar Communications</b> (7 am - 12 am EST, 7 days a week)	1-888-895-5539	1-888-576-9001
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<b>NewSouth Communications</b> (24 hours a day, 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon - Fri, 7 am - 8 pm) (Sat, 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon - Fri, 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon - Fri, 9 am - 6 pm/Sat, 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>SEVEN BRIDGES COMMUNICATIONS</b> (Mon - Fri, 8 am - 5:30 pm/Sat, 10 am - 3 pm)	(English) 1-877-601-7320 (Spanish) 1-877-601-7315	
<b>Southern Reconnect Inc.</b> (24 hours a day, 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b> (Mon - Fri, 8:30 am - 5:30 pm/Sat, 9 am - 1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon - Fri, 8 am - 5 pm CST)	1-888-492-5566	
<b>WebShopper Communications, Inc.</b>	1-888-932-7467	1-888-932-7467
<b>Z-Tel Communications, Inc.</b> (6 am - 11 pm CST, 7 days a week)	1-800-246-5450	

### Pay Telephone Service

For Telephone Numbers of Pay Telephone Providers look in the Yellow Pages under the heading Pay Telephones



## Establishing Phone Service

**BellSouth** (www.bellsouth.com/establishservice)

**Residence**  
1-888-757-6500

**Business**  
1-866-620-6000  
(Mon - Fri. 8 am - 5 pm)

If calling from a wireless phone, a non-BellSouth telephone number, or from outside AL:

1-800-753-3320

1-800-285-4410

**ACCESS Integrated Networks, Inc.** (Mon - Fri. 8:30 am - 6 pm EST)

1-888-275-0777

1-888-275-0777

**Alternative Phone, Inc.** (Mon - Fri. 9 am - 5 pm)

1-800-930-4290

**Annox** (Mon - Fri. 7:30 am - 8:30 pm) (Sat. 8 am - 5 pm)

1-800-770-7785

**BTI** (24 hours a day. 7 days a week)

1-888-424-5588

1-800-444-2279

**Budget Phone, Inc.** (Mon - Fri. 8 am - 5 pm CST)

1-888-224-5901

1-888-225-7511

**Comm South Companies, Inc.** (Mon - Fri. 8 am - 10 pm CST - Sat. 8 am - 4 pm CST)

1-800-814-8623

**Delta Phones, Inc.** (Mon - Fri. 8 am - 5 pm/Sat. 9 am - 2 pm)

1-888-393-9191

1-888-393-9191

**EZ TALK Communications, LLC** (24 hours a day. 7 days a week)

1-800-454-4587

1-800-454-4587

**Fast Phones, Inc.** (9 am - 5 pm CST)

1-877-445-3114

1-877-445-3114

**Gildra's Communications, Inc.** (Mon - Sat. 9 am - 5 pm)

1-800-335-4437

1-800-335-4437

**IDS TELCOM** (24 hours a day. 7 days a week)

1-800-788-4013

1-800-788-4013

**InLine** (Mon - Fri. 8 am - 5 pm)

1-800-239-3000

1-800-239-3000

**Intermedia Communications** (Mon - Fri. 8 am - 6 pm)

1-888-895-5539

1-888-576-9001

**ITC DELTACOM** (24 hours a day. 7 days a week)

1-800-393-1479

1-800-393-1479

**LecStar Communications** (7 am - 12 am EST. 7 days a week)

1-877-271-0236

1-800-466-2210

**Lightyear Communications** (24 hours a day. 7 days a week)

1-888-432-4855

1-888-432-4855

**LONE STAR STATE TELEPHONE**

1-888-565-1011

1-800-600-5050

**Momentum Business Solutions, Inc.** (Mon - Fri. 7 am - 6 pm/Sat. 8 am - 5 pm CST)

1-877-601-7320

**NETWORK TELEPHONE** (Mon - Fri. 8 am - 5 pm CST)

1-800-732-6639

**NewSouth Communications** (24 hours a day. 7 days a week)

1-800-377-4517

**NOW Communications, Inc.** (Mon - Fri. 7 am - 8 pm) (Sat. 8 am - 4 pm)

1-800-220-1377

**1-800-RECONEX** (Mon - Fri. 8 am - 7 pm CST)

**OSCATEL COMMUNICATIONS** (Mon - Fri. 9 am - 6 pm/Sat. 10 am - 4 pm)

1-800-411-6770

1-800-411-6770

**Phone-Link, Inc.** (Mon - Fri. 8 am - 7 pm EST)

1-800-411-6770

1-800-411-6770

**SEVEN BRIDGES COMMUNICATIONS**

(Mon - Fri. 8 am - 5:30 pm/Sat. 10 am - 3 pm)

(English) 1-877-601-7320 (Spanish) 1-877-601-7315

**Smoke Signal Communications**

1-800-411-6770

1-800-411-6770

**Southern Reconnect Inc.** (24 hours a day. 7 days a week)

1-877-542-7464

**State Discount Telephone** (Mon - Fri. 8:30 am - 5:30 pm/Sat. 9 am - 1 pm CST)

1-800-797-3547

1-800-797-3547

**TeleConex** (Mon - Fri. 8 am - 5 pm CST)

1-888-492-5566

**Z-Tel Communications, Inc.** (6 am - 11 pm CST. 7 days a week)

1-800-246-5450

For Telephone Numbers of Pay Telephone Providers look in the Yellow Pages under the heading Pay Telephones



## Establishing Phone Service

### LOCAL SERVICE PROVIDERS

	Residence	Business
<b>BellSouth</b> (www.bellsouth.com/establishservice)	1-888-757-6500	1-866-620-6000 (Mon - Fri, 8 am - 5 pm)
If calling from a wireless phone, a non-BellSouth telephone number, or from outside AL:	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon - Fri, 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Alternative Phone, Inc.</b> (Mon - Fri, 9 am - 5 pm)	1-800-930-4290	
<b>Annox</b> (Mon - Fri, 7:30 am - 8:30 pm) (Sat, 8 am - 5 pm)	1-800-770-7785	
<b>BTI</b> (24 hours a day, 7 days a week)		1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon - Fri, 8 am - 5 pm CST)	1-888-424-5588	
<b>Comm South Companies, Inc.</b> (Mon - Fri, 8 am - 10 pm CST - Sat, 8 am - 4 pm CST)	1-888-224-5901	1-888-225-7511
<b>Delta Phones, Inc.</b> (Mon - Fri, 8 am - 5 pm/Sat, 9 am - 2 pm)	1-800-814-8623	
<b>EXPETEL Communications</b> (24 hours a day, 7 days a week)	1-800-310-4481	1-888-496-8630
<b>EZ TALK Communications, LLC</b> (24 hours a day, 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gildra's Communications, Inc.</b> (Mon - Sat, 9 am - 5 pm)	1-877-445-3114	1-877-445-3114
<b>IDS TELCOM</b> (24 hours a day, 7 days a week)	1-800-335-4437	1-800-335-4437
<b>InLine</b> (Mon - Fri, 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon - Fri, 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day, 7 days a week)	1-800-239-3000	1-800-239-3000
<b>LecStar Communications</b> (7 am - 12 am EST, 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day, 7 days a week)		1-866-LY-Local
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>Madison River Communications</b> (24 hours a day, 7 days a week, 365 days a year)		1-877-480-8581
<b>Momentum Business Solutions, Inc.</b> (Mon - Fri, 7 am - 6 pm/Sat, 8 am - 5 pm CST)	1-877-271-0236	1-800-466-2210
<b>NETWORK TELEPHONE</b> (Mon - Fri, 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day, 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon - Fri, 7 am - 8 pm) (Sat, 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon - Fri, 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon - Fri, 9 am - 6 pm/Sat, 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>Phone-Link, Inc.</b> (Mon - Fri, 8 am - 7 pm EST)	1-800-220-1377	1-800-220-1377
<b>SEVEN BRIDGES COMMUNICATIONS</b> (Mon - Fri, 8 am - 5:30 pm/Sat, 10 am - 3 pm)	(English) 1-877-601-7320 (Spanish) 1-877-601-7315	
<b>Southern Reconnect Inc.</b> (24 hours a day, 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b> (Mon - Fri, 8:30 am - 5:30 pm/Sat, 9 am - 1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon - Fri, 8 am - 5 pm CST)	1-888-492-5566	
<b>Z-Tel Communications, Inc.</b> (6 am - 11 pm CST, 7 days a week)	1-800-246-5450	

### PAY TELEPHONE SERVICE

For Telephone Numbers of Pay Telephone Providers look in the Yellow Pages under the heading Pay Telephones





## Establishing Phone Service

(Additional information may be available on some of the Local Service Providers listed below in the Local Service Providers section following the Customer Guide Pages in your White Pages directory.)

### LOCAL SERVICE PROVIDERS

	Residence	Business
<b>BellSouth</b> ( <a href="http://www.bellsouth.com/establishservice">www.bellsouth.com/establishservice</a> )	1-888-757-6500	1-866-620-6000 (Mon - Fri. 8 am - 5 pm)
If calling from a wireless phone, a non-BellSouth telephone number, or from outside AL:	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon - Fri. 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Alternative Phone, Inc.</b> (Mon - Fri. 9 am - 5 pm)	1-800-930-4290	
<b>Annox</b> (Mon - Fri. 7:30 am - 8:30 pm) (Sat. 8 am - 5 pm)	1-800-770-7785	
<b>BTI</b> (24 hours a day. 7 days a week)		1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-424-5588	
<b>Comm South Companies, Inc.</b> (Mon - Fri. 8 am - 10 pm CST - Sat. 8 am - 4 pm CST)	1-888-224-5901	1-888-225-7511
<b>Delta Phones, Inc.</b> (Mon - Fri. 8 am - 5 pm/Sat. 9 am - 2 pm)	1-800-814-8623	
<b>EZ TALK Communications, LLC</b> (24 hours a day. 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gildra's Communications, Inc.</b> (Mon - Sat. 9 am - 5 pm)	1-877-445-3114	1-877-445-3114
<b>Harbor Communications</b> (Mon - Fri. 8 am - 5:30 pm)	602-5507	602-5507
<b>IDS TELCOM</b> (24 hours a day. 7 days a week)	1-800-335-4437	1-800-335-4437
<b>InLine</b> (Mon - Fri. 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon - Fri. 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day. 7 days a week)	1-800-239-3000	1-800-239-3000
<b>LecStar Communications</b> (7 am - 12 am EST. 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day. 7 days a week)		1-866-LY-Local
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>Momentum Business Solutions, Inc.</b> (Mon - Fri. 7 am - 6 pm/Sat. 8 am - 5 pm CST)	1-877-271-0236	1-800-466-2210
<b>NETWORK TELEPHONE</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day. 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon - Fri. 7 am - 8 pm) (Sat. 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon - Fri. 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon - Fri. 9 am - 6 pm/Sat. 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>SEVEN BRIDGES COMMUNICATIONS</b> (Mon - Fri. 8 am - 5:30 pm/Sat. 10 am - 3 pm)	1-877-601-7320 (English)	1-877-601-7315 (Spanish)
<b>Southern Reconnect Inc.</b> (24 hours a day. 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b> (Mon - Fri. 8:30 am - 5:30 pm/Sat. 9 am - 1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-492-5566	

### PAY TELEPHONE SERVICE

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## Establishing Phone Service

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	Residence	Business
<b>BellSouth</b> ( <a href="http://www.bellsouth.com/establishservice">www.bellsouth.com/establishservice</a> )	1-888-757-6500	1-866-620-6000 (Mon - Fri, 8 am - 5 pm)
If calling from a wireless phone, a non-BellSouth telephone number, or from outside AL:	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon - Fri, 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Alternative Phone, Inc.</b> (Mon - Fri, 9 am - 5 pm)	1-800-930-4290	
<b>Annox</b> (Mon - Fri, 7:30 am - 8:30 pm) (Sat, 8 am - 5 pm)	1-800-770-7785	
<b>BTI</b> (24 hours a day, 7 days a week)		1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon - Fri, 8 am - 5 pm CST)	1-888-424-5588	
<b>Comm South Companies</b> (Sun, 11 pm CST - Sat, 4 pm CST)	1-800-936-5223	
<b>Delta Phones, Inc.</b> (Mon - Fri, 8 am - 5 pm/Sat, 9 am - 2 pm)	1-800-814-8623	
<b>EZ TALK Communications, LLC</b> (24 hours a day, 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gildra's Communications, Inc.</b> (Mon - Sat, 9 am - 5 pm)	1-877-445-3114	1-877-445-3114
<b>IDS TELCOM</b> (24 hours a day, 7 days a week)	1-800-335-4437	1-800-335-4437
<b>Inline</b> (Mon - Fri, 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon - Fri, 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day, 7 days a week)	1-800-239-3000	1-800-239-3000
<b>LecStar Communications</b> (7 am - 12 am EST, 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day, 7 days a week)		1-866-LY-Local
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>Momentum Business Solutions, Inc.</b> (Mon - Fri, 7 am - 6 pm/Sat, 8 am - 5 pm CST)	1-877-271-0236	1-800-466-2210
<b>NETWORK TELEPHONE</b> (Mon - Fri, 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day, 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon - Fri, 7 am - 8 pm) (Sat, 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon - Fri, 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon - Fri, 9 am - 6 pm/Sat, 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>SEVEN BRIDGES COMMUNICATIONS</b> (Mon - Fri, 8 am - 5:30 pm/Sat, 10 am - 3 pm)	(English) 1-877-601-7320	(Spanish) 1-877-601-7315
<b>Southern Reconnect Inc.</b> (24 hours a day, 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b> (Mon - Fri, 8:30 am - 5:30 pm/Sat, 9 am - 1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon - Fri, 8 am - 5 pm CST)	1-888-492-5566	
<b>Z-Tel Communications, Inc.</b> (6 am - 11 pm CST, 7 days a week)	1-800-246-5450	

For Telephone Numbers of Pay Telephone Providers look in the Yellow Pages under the heading Pay Telephones



## Establishing Phone Service

(Additional information may be available on some of the Local Service Providers listed below in the Local Service Providers section following the Customer Guide Pages in your White Pages directory)

### LOCAL SERVICE PROVIDERS

	Residence	Business
<b>BellSouth</b> - www.bellsouth.com	1-888-757-6500	1-866-620-6000 (Mon - Fri. 8 am - 5 pm)
From a wireless phone, outside AL or BellSouth territory	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon - Fri. 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Alternative Phone, Inc.</b> (Mon - Fri. 9 am - 5 pm)	1-800-930-4290	
<b>Annox</b> (Mon - Fri. 7:30 am - 8:30 pm) (Sat. 8 am - 5 pm)	1-800-770-7785	
<b>BTI</b> (24 hours a day. 7 days a week)		1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-424-5588	
<b>Comm South Companies</b> (Sun. 11 pm CST - Sat. 4 pm CST)	1-800-936-5223	
<b>C2K</b> (24 hours a day. 7 days a week)	1-877-JOIN-C2K	1-888-444-9912
<b>Delta Phones, Inc.</b> (Mon - Fri. 8 am - 5 pm/Sat. 9 am - 2 pm)	1-800-814-8623	
<b>EZ TALK Communications, LLC</b> (24 hours a day. 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gildra's Communications, Inc.</b> (Mon - Sat. 9 am - 5 pm)	1-877-445-3114	1-877-445-3114
<b>IDS TELCOM</b> (24 hours a day. 7 days a week)	1-800-335-4437	1-800-335-4437
<b>InLine</b> (Mon - Fri. 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon - Fri. 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day. 7 days a week)	1-800-239-3000	1-800-239-3000
<b>LecStar Communications</b> (7 am - 12 am EST. 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day. 7 days a week)		1-866-LY-Local
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>NETWORK TELEPHONE</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day. 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon - Fri. 7 am - 8 pm) (Sat. 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon - Fri. 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon - Fri. 9 am - 6 pm/Sat. 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>SEVEN BRIDGES COMMUNICATIONS</b> (Mon - Fri. 8 am - 5:30 pm/Sat. 10 am - 3 pm)	(English) 1-877-601-7320	(Spanish) 1-877-601-7315
<b>Southern Reconnect Inc.</b> (24 hours a day. 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b> (Mon - Fri. 8:30 am - 5:30 pm/Sat. 9 am - 1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-492-5566	
<b>U. S. Dial Tone, Inc.</b> (Mon - Fri. 6 am - 8:30 pm CST)	1-888-342-5866	1-888-342-5866
<b>US LEC OF ALABAMA, INC.</b> (24 hours a day. 7 days a week)		352-3300 or 1-800-978-7532
<b>Z-Tel Communications, Inc.</b> (6 am - 11 pm CST. 7 days a week)	1-800-246-5450	

### PAY TELEPHONE SERVICE

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## Establishing Phone Service



(Additional information may be available on some of the Local Service Providers listed below in the Local Service Providers section following the Customer Guide Pages.)

	Residence	Business
<b>BellSouth</b> ( <a href="http://www.bellsouth.com/establishservice">www.bellsouth.com/establishservice</a> )	1-888-757-6500	1-866-620-6000 (Mon - Fri, 8 am - 5 pm)
If calling from a wireless phone, a non-BellSouth telephone number or from outside AL	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon - Fri, 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Alternative Phone, Inc.</b> (Mon - Fri, 9 am - 5 pm)	1-800-930-4290	
<b>Annox</b> (Mon - Fri, 7:30 am - 8:30 pm/Sat, 8 am - 5 pm)	1-800-770-7785	
<b>BTI</b> (24 hours a day, 7 days a week)		1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon - Fri, 8 am - 5 pm CST)	1-888-424-5588	
<b>Comm South Companies, Inc.</b> (Mon - Fri, 8 am - 10 pm CST/Sat, 8 am - 4 pm CST)	1-888-224-5901	1-888-225-7511
<b>Delta Phones, Inc.</b> (Mon - Fri, 8 am - 5 pm/Sat, 9 am - 2 pm)	1-800-814-8623	
<b>EZ TALK Communications, LLC</b> (24 hours a day, 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gildra's Communications</b> (Mon - Sat, 8 am - 6 pm)	1-205-781-5558	1-205-781-5550
<b>IDS TELCOM</b> (24 hours a day, 7 days a week)	1-800-335-4437	1-800-335-4437
<b>InLine</b> (Mon - Fri, 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon - Fri, 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day, 7 days a week)	1-800-239-3000	1-800-239-3000
<b>LecStar Communications</b> (7 am - 12 am EST 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day, 7 days a week)		1-866-1YLocal
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>Momentum Business Solutions</b> (Mon - Fri, 7 am - 6 pm/Sat, 8 am - 5 pm CST)	1-877-271-0236	1-800-466-2210
<b>NETWORK TELEPHONE</b> (Mon - Fri, 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day, 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon - Fri, 7 am - 8 pm/Sat, 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon - Fri, 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon - Fri, 9 am - 6 pm/Sat, 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>SEVEN BRIDGES COMMUNICATIONS</b> (Mon - Fri, 8 am - 5:30 pm/Sat, 10 am - 3 pm)	(English) 1-877-601-7320	(Spanish) 1-877-601-7315
<b>Southern Reconnect Inc.</b> (24 hours a day, 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b> (Mon - Fri, 8:30 am - 5:30 pm/Sat, 9 am - 1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon - Fri, 8 am - 5 pm CST)	1-888-492-5566	

For Telephone Numbers of Pay Telephone Providers look in the Yellow Pages under the heading Pay Telephones





## Establishing Phone Service

(Additional information may be available on some of the Local Service Providers listed below in the Local Service Providers section following the Customer Guide Pages in your White Pages directory.)

	Residence	Business
<b>BellSouth</b> - <a href="http://www.bellsouth.com">www.bellsouth.com</a>	1-888-757-6500	1-866-620-6000 (Mon - Fri. 8 am - 5 pm)
From a wireless phone, outside AL or BellSouth territory	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon - Fri. 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Adelphia Business Solutions</b> (Mon - Fri. 8:30 am - 5 pm CST)		1-877-368-5992
<b>Alternative Phone, Inc.</b> (Mon - Fri. 9 am - 5 pm)	1-800-930-4290	
<b>Annox</b> (Mon - Fri. 7:30 am - 8:30 pm) (Sat. 8 am - 5 pm)	1-800-770-7785	
<b>Birch Telecom</b> (Mon - Fri. 7 am - 7 pm EST)	1-888-772-4724	1-888-772-4724
<b>BTI</b> (24 hours a day. 7 days a week)		1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-424-5588	
<b>Comm South Companies</b> (Sun. 11 pm CST - Sat. 4 pm CST)	1-800-936-5223	
<b>C2K</b> (24 hours a day. 7 days a week)	1-877-JOIN-C2K	1-888-444-9912
<b>Delta Phones, Inc.</b> (Mon - Fri. 8 am - 5 pm/Sat. 9 am - 2 pm)	1-800-814-8623	
<b>e.spire Communications, Inc.</b> (Mon - Fri. 8 am - 5 pm)		1-888-6-espire (377473)
<b>EZ TALK Communications, LLC</b> (24 hours a day. 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gildra's Communications, Inc.</b> (Mon - Sat. 9 am - 5 pm)	1-877-445-3114	1-877-445-3114
<b>IDS TELCOM</b> (24 hours a day. 7 days a week)	1-800-335-4437	1-800-335-4437
<b>InLine</b> (Mon - Fri. 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon - Fri. 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day. 7 days a week)	1-800-239-3000	1-800-239-3000
<b>LecStar Communications</b> (7 am - 12 am EST. 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day. 7 days a week)		1-866-LY-Local
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>NETWORK TELEPHONE</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day. 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon - Fri. 7 am - 8 pm) (Sat. 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon - Fri. 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon - Fri. 9 am - 6 pm/Sat. 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>SEVEN BRIDGES COMMUNICATIONS</b> (Mon - Fri. 8 am - 5:30 pm/Sat. 10 am - 3 pm)	(English) 1-877-601-7320	(Spanish) 1-877-601-7315
<b>Smoke Signal Communications</b>	1-800-411-6770	1-800-411-6770
<b>Southern Reconnect Inc.</b> (24 hours a day. 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b> (Mon - Fri. 8:30 am - 5:30 pm/Sat. 9 am - 1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-492-5566	
<b>U. S. Dial Tone, Inc.</b> (Mon - Fri. 6 am - 8:30 pm CST)	1-888-342-5866	1-888-342-5866
<b>US LEC OF ALABAMA, INC.</b>		205-313-1000 or 1-800-978-7532
<b>Z-Tel Communications, Inc.</b> (6 am - 11 pm CST. 7 days a week)	1-800-246-5450	

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## Establishing Phone Service

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	Residence	Business
<b>BellSouth</b> - <a href="http://www.bellsouth.com">www.bellsouth.com</a>	1-888-757-6500	1-866-620-6000 (Mon - Fri. 8 am - 5 pm)
From a wireless phone, outside AL or BellSouth territory	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon - Fri. 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Alternative Phone, Inc.</b> (Mon - Fri. 9 am - 5 pm)	1-800-930-4290	
<b>Annox</b> (Mon - Fri. 7:30 am - 8:30 pm) (Sat. 8 am - 5 pm)	1-800-770-7785	
<b>BTI</b> (24 hours a day. 7 days a week)		1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-424-5588	
<b>Comm South Companies</b> (Sun. 11 pm CST - Sat. 4 pm CST)	1-800-936-5223	
<b>C2K</b> (24 hours a day. 7 days a week)	1-877-JOIN-C2K	1-888-444-9912
<b>Delta Phones, Inc.</b> (Mon - Fri. 8 am - 5 pm/Sat. 9 am - 2 pm)	1-800-814-8623	
<b>EZ TALK Communications, LLC</b> (24 hours a day. 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gildra's Communications, Inc.</b> (Mon - Sat. 9 am - 5 pm)	1-877-445-3114	1-877-445-3114
<b>IDS TELCOM</b> (24 hours a day. 7 days a week)	1-800-335-4437	1-800-335-4437
<b>InLine</b> (Mon - Fri. 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon - Fri. 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day. 7 days a week)	1-800-239-3000	1-800-239-3000
<b>LecStar Communications</b> (7 am - 12 am EST. 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day. 7 days a week)		1-866-LY-Local
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>NETWORK TELEPHONE</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NowSouth Communications</b> (24 hours a day. 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon - Fri. 7 am - 8 pm) (Sat. 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon - Fri. 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon - Fri. 9 am - 6 pm/Sat. 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>SEVEN BRIDGES COMMUNICATIONS</b> (Mon - Fri. 8 am - 5:30 pm/Sat. 10 am - 3 pm)	(English) 1-877-601-7320	(Spanish) 1-877-601-7315
<b>Southern Reconnect Inc.</b> (24 hours a day. 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b> (Mon - Fri. 8:30 am - 5:30 pm/Sat. 9 am - 1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-492-5566	
<b>U. S. Dial Tone, Inc.</b> (Mon - Fri. 6 am - 8:30 pm CST)	1-888-342-5866	1-888-342-5866
<b>Z-Tel Communications, Inc.</b> (6 am - 11 pm CST. 7 days a week)	1-800-246-5450	

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## Establishing Phone Service

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### LOCAL SERVICE PROVIDERS

	Residence	Business
<b>BellSouth</b> ( <a href="http://www.bellsouth.com/establishservice">www.bellsouth.com/establishservice</a> )	1-888-757-6500	1-866-620-6000 (Mon - Fri. 8 am - 5 pm)
If calling from a wireless phone, a non-BellSouth telephone number, or from outside AL:	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon - Fri. 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Alternative Phone, Inc.</b> (Mon - Fri. 9 am - 5 pm)	1-800-930-4290	
<b>Annox</b> (Mon - Fri. 7:30 am - 8:30 pm) (Sat. 8 am - 5 pm)	1-800-770-7785	
<b>BTI</b> (24 hours a day, 7 days a week)		1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-424-5588	
<b>Comm South Companies</b> (Sun. 11 pm CST - Sat. 4 pm CST)	1-800-936-5223	
<b>Delta Phones, Inc.</b> (Mon - Fri. 8 am - 5 pm/Sat. 9 am - 2 pm)	1-800-814-8623	
<b>EZ TALK Communications, LLC</b> (24 hours a day, 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gildra's Communications, Inc.</b> (Mon - Sat. 9 am - 5 pm)	1-877-445-3114	1-877-445-3114
<b>IDS TELCOM</b> (24 hours a day, 7 days a week)	1-800-335-4437	1-800-335-4437
<b>InLine</b> (Mon - Fri. 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon - Fri. 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day, 7 days a week)	1-800-239-3000	1-800-239-3000
<b>LecStar Communications</b> (7 am - 12 am EST, 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day, 7 days a week)		1-866-LY-Local
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>Momentum Business Solutions, Inc.</b> (Mon - Fri. 7 am - 6 pm/Sat. 8 am - 5 pm CST)	1-877-271-0236	1-800-466-2210
<b>NETWORK TELEPHONE</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day, 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon - Fri. 7 am - 8 pm) (Sat. 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon - Fri. 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon - Fri. 9 am - 6 pm/Sat. 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>SEVEN BRIDGES COMMUNICATIONS</b> (Mon - Fri. 8 am - 5:30 pm/Sat. 10 am - 3 pm)	(English) 1-877-601-7320 (Spanish) 1-877-601-7315	
<b>Southern Reconnect Inc.</b> (24 hours a day, 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b> (Mon - Fri. 8:30 am - 5:30 pm/Sat. 9 am - 1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-492-5566	
<b>Z-Tel Communications, Inc.</b> (6 am - 11 pm CST, 7 days a week)	1-800-246-5450	

### THE TELEPHONE SECTOR

For Telephone Numbers of Pay Telephone Providers look in the Yellow Pages under the heading Pay Telephones

## Establishing Phone Service



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	Residence	Business
<b>BellSouth</b> ( <a href="http://www.bellsouth.com/establishservice">www.bellsouth.com/establishservice</a> )	1-888-757-6500	1-866-620-6000 (Mon - Fri, 8 am - 5 pm)
If calling from a wireless phone, a non-BellSouth telephone number, or from outside AL:	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon - Fri, 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Alternative Phone, Inc.</b> (Mon - Fri, 9 am - 5 pm)	1-800-930-4290	
<b>Annox</b> (Mon - Fri, 7:30 am - 8:30 pm/Sat, 8 am - 5 pm)	1-800-770-7785	
<b>BTI</b> (24 hours a day, 7 days a week)		1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon - Fri, 8 am - 5 pm CST)	1-888-424-5588	
<b>Comm South Companies, Inc.</b> (Mon - Fri, 8 am - 10 pm/Sat, 8 am - 4 pm)	1-888-224-5901	1-888-225-7511
<b>Delta Phones, Inc.</b> (Mon - Fri, 8 am - 5 pm/Sat, 9 am - 2 pm)	1-800-814-8623	
<b>EZ TALK Communications, LLC</b> (24 hours a day, 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gildra's Communications</b> (Mon - Sat, 8 am - 6 pm)	1-205-781-5558	1-205-781-5550
<b>IDS TELCOM</b> (24 hours a day, 7 days a week)	1-800-335-4437	1-800-335-4437
<b>InLine</b> (Mon - Fri, 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon - Fri, 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day, 7 days a week)	1-800-239-3000	1-800-239-3000
<b>LecStar Communications</b> (7 am - 12 am EST 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day, 7 days a week)		1-866-1YLocal
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>Momentum Business Solutions</b> (Mon - Fri, 7 am - 6 pm/Sat, 8 am - 5 pm CST)	1-877-271-0236	1-800-466-2210
<b>NETWORK TELEPHONE</b> (Mon - Fri, 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day, 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon - Fri, 7 am - 8 pm/Sat, 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon - Fri, 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon - Fri, 9 am - 6 pm/Sat, 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>SEVEN BRIDGES COMMUNICATIONS</b> (Mon - Fri, 8 am - 5:30 pm/Sat, 10 am - 3 pm)	(English) 1-877-601-7320	(Spanish) 1-877-601-7315
<b>Southern Reconnect Inc.</b> (24 hours a day, 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b> (Mon - Fri, 8:30 am - 5:30 pm/Sat, 9 am - 1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon - Fri, 8 am - 5 pm CST)	1-888-492-5566	
<b>Z-Tel Communications, Inc.</b> (8 am - 11 pm CST 7 days a week)	1-800-246-5450	

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## Establishing Phone Service

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	Residence	Business
<b>BellSouth</b> - <a href="http://www.bellsouth.com">www.bellsouth.com</a>	1-888-757-6500	1-866-620-6000 (Mon - Fri, 8 am - 5 pm)
From a wireless phone, outside AL or BellSouth territory	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon - Fri, 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Alternative Phone, Inc.</b> (Mon - Fri, 9 am - 5 pm)	1-800-930-4290	
<b>Annox</b> (Mon - Fri, 7:30 am - 8:30 pm) (Sat, 8 am - 5 pm)	1-800-770-7785	
<b>BTI</b> (24 hours a day, 7 days a week)		1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon - Fri, 8 am - 5 pm CST)	1-888-424-5588	
<b>Comm South Companies</b> (Sun, 11 pm CST - Sat, 4 pm CST)	1-800-936-5223	
<b>Delta Phones, Inc.</b> (Mon - Fri, 8 am - 5 pm/Sat, 9 am - 2 pm)	1-800-814-8623	
<b>EZ TALK Communications, LLC</b> (24 hours a day, 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gildra's Communications, Inc.</b> (Mon - Sat, 9 am - 5 pm)	1-877-445-3114	1-877-445-3114
<b>IDS TELCOM</b> (24 hours a day, 7 days a week)	1-800-335-4437	1-800-335-4437
<b>InLine</b> (Mon - Fri, 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon - Fri, 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day, 7 days a week)	1-800-239-3000	1-800-239-3000
<b>LecStar Communications</b> (7 am - 12 am EST, 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day, 7 days a week)		1-866-LY-Local
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>Momentum Business Solutions, Inc.</b> (Mon - Fri, 7 am - 6 pm/Sat, 8 am - 5 pm CST)	1-877-271-0236	1-800-466-2210
<b>NETWORK TELEPHONE</b> (Mon - Fri, 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day, 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon - Fri, 7 am - 8 pm) (Sat, 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon - Fri, 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon - Fri, 9 am - 6 pm/Sat, 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>SEVEN BRIDGES COMMUNICATIONS</b> (Mon - Fri, 8 am - 5:30 pm/Sat, 10 am - 3 pm)	(English) 1-877-601-7320	(Spanish) 1-877-601-7315
<b>Southern Reconnect Inc.</b> (24 hours a day, 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b> (Mon - Fri, 8:30 am - 5:30 pm/Sat, 9 am - 1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon - Fri, 8 am - 5 pm CST)	1-888-492-5566	
<b>Z-Tel Communications, Inc.</b> (6 am - 11 pm CST, 7 days a week)	1-800-246-5450	

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## Establishing Phone Service

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### LOCAL SERVICE PROVIDERS

	Residence	Business
<b>BellSouth</b> - www.bellsouth.com	1-888-757-6500	1-866-620-6000 (Mon - Fri. 8 am - 5 pm)
From a wireless phone, outside AL or BellSouth territory	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon - Fri. 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Alternative Phone, Inc.</b> (Mon - Fri. 9 am - 5 pm)	1-800-930-4290	
<b>Annox</b> (Mon - Fri. 7:30 am - 8:30 pm) (Sat. 8 am - 5 pm)	1-800-770-7785	
<b>BTI</b> (24 hours a day. 7 days a week)		1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-424-5588	
<b>Comm South Companies</b> (Sun. 11 pm CST - Sat. 4 pm CST)	1-800-936-5223	
<b>C2K</b> (24 hours a day. 7 days a week)	1-877-JOIN-C2K	1-888-444-9912
<b>Delta Phones, Inc.</b> (Mon - Fri. 8 am - 5 pm/Sat. 9 am - 2 pm)	1-800-814-8623	
<b>EZ TALK Communications, LLC</b> (24 hours a day. 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gildra's Communications, Inc.</b> (Mon - Sat. 9 am - 5 pm)	1-877-445-3114	1-877-445-3114
<b>IDS TELCOM</b> (24 hours a day. 7 days a week)	1-800-335-4437	1-800-335-4437
<b>InLine</b> (Mon - Fri. 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon - Fri. 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day. 7 days a week)	1-800-239-3000	1-800-239-3000
<b>LecStar Communications</b> (7 am - 12 am EST. 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day. 7 days a week)		1-866-LY-Local
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>Momentum Business Solutions, Inc.</b> (Mon - Fri. 7 am - 6 pm/Sat. 8 am - 5 pm CST)	1-877-271-0236	1-800-466-2210
<b>NETWORK TELEPHONE</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day. 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon - Fri. 7 am - 8 pm) (Sat. 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon - Fri. 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon - Fri. 9 am - 6 pm/Sat. 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>SEVEN BRIDGES COMMUNICATIONS</b> (Mon - Fri. 8 am - 5:30 pm/Sat. 10 am - 3 pm)	(English) 1-877-601-7320	(Spanish) 1-877-601-7315
<b>Smoke Signal Communications</b>	1-800-411-6770	1-800-411-6770
<b>Southern Reconnect Inc.</b> (24 hours a day. 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b> (Mon - Fri. 8:30 am - 5:30 pm/Sat. 9 am - 1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-492-5566	
<b>Z-Tel Communications, Inc.</b> (6 am - 11 pm CST. 7 days a week)	1-800-246-5450	

### PAY TELEPHONE SERVICE

For Telephone Numbers of Pay Telephone Providers look in the Yellow Pages under the heading Pay Telephones

Decatur, AL

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## Establishing Phone Service



(Additional information may be available on some of the Local Service Providers listed below in the Local Service Providers section following the Customer Guide Pages.)

	Residence	Business
<b>BellSouth</b> ( <a href="http://www.bellsouth.com/establishservice">www.bellsouth.com/establishservice</a> )	1-888-757-6500	1-866-620-6000 (Mon. - Fri. 8 am - 5 pm)
If calling from a wireless phone, a non-BellSouth telephone number or from outside AL	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon. - Fri. 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Alternative Phone, Inc.</b> (Mon. - Fri. 9 am - 5 pm)	1-800-930-4290	
<b>Annox</b> (Mon. - Fri. 7:30 am - 8:30 pm/Sat. 8 am - 5 pm)	1-800-770-7785	
<b>BTI</b> (24 hours a day, 7 days a week)		1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon. - Fri. 8 am - 5 pm CST)	1-888-424-5588	
<b>Comm South Companies, Inc.</b> (Mon. - Fri. 8 am - 10 pm CST/Sat. 8 am - 4 pm CST)	1-888-224-5901	1-888-225-7511
<b>Delta Phones, Inc.</b> (Mon. - Fri. 8 am - 5 pm/Sat. 9 am - 2 pm)	1-800-814-8623	
<b>EZ TALK Communications, LLC</b> (24 hours a day, 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gilda's Communications</b> (Mon. - Sat. 8 am - 6 pm)	1-205-781-5558	1-205-781-5550
<b>IDS TELCOM</b> (24 hours a day, 7 days a week)	1-800-335-4437	1-800-335-4437
<b>InLine</b> (Mon. - Fri. 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon. - Fri. 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day, 7 days a week)	1-800-239-3000	1-800-239-3000
<b>LecStar Communications</b> (7 am - 12 am EST 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day, 7 days a week)		1-866-LYLocal
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>Momentum Business Solutions</b> (Mon. - Fri. 7 am - 6 pm/Sat. 8 am - 5 pm CST)	1-877-271-0236	1-800-466-2210
<b>NETWORK TELEPHONE</b> (Mon. - Fri. 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day, 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon. - Fri. 7 am - 8 pm/Sat. 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon. - Fri. 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon. - Fri. 9 am - 6 pm/Sat. 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>SEVEN BRIDGES COMMUNICATIONS</b> (Mon. - Fri. 8 am - 5:30 pm/Sat. 10 am - 3 pm)	(English) 1-877-601-7320	(Spanish) 1-877-601-7315
<b>Southern Reconnect Inc.</b> (24 hours a day, 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b> (Mon. - Fri. 8:30 am - 5:30 pm/Sat. 9 am - 1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon. - Fri. 8 am - 5 pm CST)	1-888-492-5566	
<b>Z-Tel Communications, Inc.</b> (8 am - 11 pm CST 7 days a week)	1-800-246-5450	

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## Establishing Phone Service

2

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LOCAL SERVICE PROVIDERS		
	Residence	Business
<b>BellSouth</b> - <a href="http://www.bellsouth.com">www.bellsouth.com</a>	1-888-757-6500	1-866-620-6000 (Mon - Fri. 8 am - 5 pm)
From a wireless phone, outside AL or BellSouth territory	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon - Fri. 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Alternative Phone, Inc.</b> (Mon - Fri. 9 am - 5 pm)	1-800-930-4290	
<b>Annox</b> (Mon - Fri. 7:30 am - 8:30 pm) (Sat. 8 am - 5 pm)	1-800-770-7785	
<b>BTI</b> (24 hours a day. 7 days a week)		1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-424-5588	
<b>Comm South Companies</b> (Sun. 11 pm CST - Sat. 4 pm CST)	1-800-936-5223	
<b>C2K</b> (24 hours a day. 7 days a week)	1-877-JOIN-C2K	1-888-444-9912
<b>Delta Phones, Inc.</b> (Mon - Fri. 8 am - 5 pm/Sat. 9 am - 2 pm)	1-800-814-8623	
<b>EZ TALK Communications, LLC</b> (24 hours a day. 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gildra's Communications, Inc.</b> (Mon - Sat. 9 am - 5 pm)	1-877-445-3114	1-877-445-3114
<b>IDS TELCOM</b> (24 hours a day. 7 days a week)	1-800-335-4437	1-800-335-4437
<b>InLine</b> (Mon - Fri. 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon - Fri. 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day. 7 days a week)	1-800-239-3000	1-800-239-3000
<b>LecStar Communications</b> (7 am - 12 am EST. 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day. 7 days a week)		1-866-LY-Local
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>NETWORK TELEPHONE</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day. 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon - Fri. 7 am - 8 pm) (Sat. 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon - Fri. 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon - Fri. 9 am - 6 pm/Sat. 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>SEVEN BRIDGES COMMUNICATIONS</b> (Mon - Fri. 8 am - 5:30 pm/Sat. 10 am - 3 pm)	(English) 1-877-601-7320	(Spanish) 1-877-601-7315
<b>Southern Reconnect Inc.</b> (24 hours a day. 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b> (Mon - Fri. 8:30 am - 5:30 pm/Sat. 9 am - 1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-492-5566	
<b>U. S. Dial Tone, Inc.</b> (Mon - Fri. 6 am - 8:30 pm CST)	1-888-342-5866	1-888-342-5866
<b>Z-Tel Communications, Inc.</b> (6 am - 11 pm CST. 7 days a week)	1-800-246-5450	

### PAY TELEPHONE SERVICE

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## Establishing Phone Service

2

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	Residence	Business
<b>BellSouth</b> ( <a href="http://www.bellsouth.com/establishservice">www.bellsouth.com/establishservice</a> )	1-888-757-6500	1-866-620-6000 (Mon-Fri, 8 am-5 pm)
If calling from a wireless phone, a non-BellSouth telephone number or from outside AL	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon-Fri, 8:30 am-6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Alternative Phone, Inc.</b> (Mon-Fri, 9 am-5 pm)	1-800-930-4290	
<b>Annex</b> (Mon-Fri, 7:30 am-8:30 pm/Sat, 8 am-5 pm)	1-800-770-7785	
<b>BTI</b> (24 hours a day, 7 days a week)		1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon-Fri, 8 am-5 pm CST)	1-888-424-5588	
<b>Comm South Companies, Inc.</b> (Mon-Fri, 8 am-10 pm/Sat, 8 am-4 pm)	1-888-224-5901	1-888-225-7511
<b>Delta Phones, Inc.</b> (Mon-Fri, 8 am-5 pm/Sat, 9 am-2 pm)	1-800-814-8623	
<b>EZ TALK Communications, LLC</b> (24 hours a day, 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am-5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gildra's Communications</b> (Mon-Sat, 8 am-6 pm)	1-205-781-5558	1-205-781-5550
<b>IDS TELCOM</b> (24 hours a day, 7 days a week)	1-800-335-4437	1-800-335-4437
<b>InLine</b> (Mon-Fri, 8 am-5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon-Fri, 8 am-6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day, 7 days a week)	1-800-239-3000	1-800-239-3000
<b>LecStar Communications</b> (7 am-12 am EST 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day, 7 days a week)		1-866-1VLocal
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>Momentum Business Solutions</b> (Mon-Fri, 7 am-6 pm/Sat, 8 am-5 pm CST)	1-877-271-0236	1-800-466-2210
<b>NETWORK TELEPHONE</b> (Mon-Fri, 8 am-5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day, 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon-Fri, 7 am-8 pm/Sat, 8 am-4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon-Fri, 8 am-7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon-Fri, 9 am-6 pm/Sat, 10 am-4 pm)	1-800-377-4517	1-800-377-4517
<b>SEVEN BRIDGES COMMUNICATIONS</b> (Mon-Fri, 8 am-5:30 pm/Sat, 10 am-3 pm)	(English) 1-877-601-7320	(Spanish) 1-877-601-7315
<b>Southern Reconnect Inc.</b> (24 hours a day, 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b> (Mon-Fri, 8:30 am-5:30 pm/Sat, 9 am-1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon-Fri, 8 am-5 pm CST)	1-888-492-5566	
<b>Z-Tel Communications, Inc.</b> (6 am-11 pm CST 7 days a week)	1-800-246-5450	

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## Establishing Phone Service

2

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	Residence	Business
<b>BellSouth</b> - <a href="http://www.bellsouth.com">www.bellsouth.com</a>	1-888-757-6500	1-866-620-6000 (Mon - Fri, 8 am - 5 pm)
From a wireless phone, outside AL or BellSouth territory	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon - Fri, 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Alternative Phone, Inc.</b> (Mon - Fri, 9 am - 5 pm)	1-800-930-4290	
<b>Annox</b> (Mon - Fri, 7:30 am - 8:30 pm/Sat 8 am - 5 pm)	1-800-770-7785	1-800-444-2279
<b>BTI</b> (24 hours a day, 7 days a week)		
<b>Budget Phone, Inc.</b> (Mon - Fri, 8 am - 5 pm CST)	1-888-424-5588	
<b>Comm South Companies</b> (Sun 11 pm CST - Sat, 4 pm CST)	1-800-936-5223	
<b>C2K</b> (24 hours a day, 7 days a week)	1-877-JOINC2K	1-888-444-9912
<b>Delta Phones, Inc.</b> (Mon - Fri, 8 am - 5 pm/Sat, 9 am - 2 pm)	1-800-814-8623	
<b>EZ TALK Communications, LLC</b> (24 hours a day, 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gilda's Communications</b> (Mon - Sat, 8 am - 6 pm)	1-205-781-5558	1-205-781-5550
<b>IDS TELCOM</b> (24 hours a day, 7 days a week)	1-800-335-4437	1-800-335-4437
<b>Inline</b> (Mon - Fri, 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon - Fri, 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day, 7 days a week)	1-800-239-3000	1-800-239-3000
<b>LecStar Communications</b> (7 am - 12 am EST 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day, 7 days a week)		1-866-LYLocal
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>Momentum Business Solutions</b> (Mon - Fri, 7 am - 6 pm/Sat, 8 am - 5 pm CST)	1-877-271-0236	1-800-466-2210
<b>NETWORK TELEPHONE</b> (Mon - Fri, 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day, 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon - Fri, 7 am - 8 pm/Sat 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon - Fri, 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon - Fri, 9 am - 6 pm/Sat, 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>SEVEN BRIDGES COMMUNICATIONS</b>	(English) 1-877-601-7320	(Spanish) 1-877-601-7315
(Mon - Fri, 8 am - 5:30 pm/Sat, 10 am - 3 pm)		
<b>Southern Reconnect Inc.</b> (24 hours a day, 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b>		
(Mon - Fri, 8:30 am - 5:30 pm/Sat, 9 am - 1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon - Fri, 8 am - 5 pm CST)	1-888-492-5566	
<b>U. S. Dial Tone, Inc.</b> (Mon - Fri, 6 am - 8:30 pm CST)	1-888-342-5866	1-888-342-5866
<b>Z-Tel Communications, Inc.</b> (6 am - 11 pm CST, 7 days a week)	1-800-246-5450	

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If calling from a wireless phone, a non-BellSouth telephone number, or from outside AL:	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon - Fri. 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Alternative Phone, Inc.</b> (Mon - Fri. 9 am - 5 pm)	1-800-930-4290	
<b>Annox</b> (Mon - Fri. 7:30 am - 8:30 pm) (Sat. 8 am - 5 pm)	1-800-770-7785	
<b>BTI</b> (24 hours a day, 7 days a week)		1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-424-5588	
<b>Comm South Companies, Inc.</b> (Mon - Fri. 8 am - 10 pm CST - Sat. 8 am - 4 pm CST)	1-888-224-5901	1-888-225-7511
<b>Delta Phones, Inc.</b> (Mon - Fri. 8 am - 5 pm/Sat. 9 am - 2 pm)	1-800-814-8623	
<b>EZ TALK Communications, LLC</b> (24 hours a day, 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gildra's Communications, Inc.</b> (Mon - Sat. 9 am - 5 pm)	1-877-445-3114	1-877-445-3114
<b>IDS TELCOM</b> (24 hours a day, 7 days a week)	1-800-335-4437	1-800-335-4437
<b>InLine</b> (Mon - Fri. 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon - Fri. 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day, 7 days a week)	1-800-239-3000	1-800-239-3000
<b>LecStar Communications</b> (7 am - 12 am EST, 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day, 7 days a week)		1-866-LY-Local
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>Momentum Business Solutions, Inc.</b> (Mon - Fri. 7 am - 6 pm/Sat. 8 am - 5 pm CST)	1-877-271-0236	1-800-466-2210
<b>NETWORK TELEPHONE</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day, 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon - Fri. 7 am - 8 pm) (Sat. 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon - Fri. 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon - Fri. 9 am - 6 pm/Sat. 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>SEVEN BRIDGES COMMUNICATIONS</b> (Mon - Fri. 8 am - 5:30 pm/Sat. 10 am - 3 pm)	(English) 1-877-601-7320 (Spanish) 1-877-601-7315	
<b>Southern Reconnect Inc.</b> (24 hours a day, 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b> (Mon - Fri. 8:30 am - 5:30 pm/Sat. 9 am - 1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-492-5566	
<b>Z-Tel Communications, Inc.</b> (6 am - 11 pm CST, 7 days a week)	1-800-246-5450	

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<b>ACCESS Integrated Networks, Inc.</b> (Mon - Fri, 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Alternative Phone, Inc.</b> (Mon - Fri, 9 am - 5 pm)	1-800-930-4290	
<b>Annox</b> (Mon - Fri, 7:30 am - 8:30 pm/Sat, 8 am - 5 pm)	1-800-770-7785	
<b>BTI</b> (24 hours a day, 7 days a week)		1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon - Fri, 8 am - 5 pm CST)	1-888-424-5588	
<b>Comm South Companies, Inc.</b> (Mon - Fri, 8 am - 10 pm/Sat, 8 am - 4 pm)	1-888-224-5901	1-888-225-7511
<b>Delta Phones, Inc.</b> (Mon - Fri, 8 am - 5 pm/Sat, 9 am - 2 pm)	1-800-814-8623	
<b>EZ TALK Communications, LLC</b> (24 hours a day, 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gildra's Communications</b> (Mon - Sat, 8 am - 6 pm)	1-205-781-5558	1-205-781-5550
<b>IDS TELCOM</b> (24 hours a day, 7 days a week)	1-800-335-4437	1-800-335-4437
<b>InLine</b> (Mon - Fri, 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon - Fri, 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day, 7 days a week)	1-800-239-3000	1-800-239-3000
<b>LecStar Communications</b> (7 am - 12 am EST 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day, 7 days a week)		1-866-144-local
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>Momentum Business Solutions</b> (Mon - Fri, 7 am - 6 pm/Sat, 8 am - 5 pm CST)	1-877-271-0236	1-800-466-2210
<b>NETWORK TELEPHONE</b> (Mon - Fri, 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day, 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon - Fri, 7 am - 8 pm/Sat, 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon - Fri, 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon - Fri, 9 am - 6 pm/Sat, 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>SEVEN BRIDGES COMMUNICATIONS</b> (Mon - Fri, 8 am - 5:30 pm/Sat, 10 am - 3 pm)	(English) 1-877-601-7320	(Spanish) 1-877-601-7315
<b>Smoke Signal Communications</b>	1-800-411-6770	1-800-411-6770
<b>Southern Reconnect Inc.</b> (24 hours a day, 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b> (Mon - Fri, 8:30 am - 5:30 pm/Sat, 9 am - 1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon - Fri, 8 am - 5 pm CST)	1-888-492-5566	

For Telephone Numbers of Pay Telephone Providers look in the Yellow Pages  
under the heading Pay Telephones



## Establishing Phone Service

[Additional information may be available on some of the Local Service Providers listed below in the Local Service Providers section following the Customer Guide Pages in your White Pages directory]

### LOCAL SERVICE PROVIDERS

	Residence	Business
<b>BellSouth</b> - www.bellsouth.com	1-888-757-6500	1-866-620-6000 (Mon - Fri. 8 am - 5 pm)
From a wireless phone, outside AL or BellSouth territory	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon - Fri. 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Alternative Phone, Inc.</b> (Mon - Fri. 9 am - 5 pm)	1-800-930-4290	
<b>Annox</b> (Mon - Fri. 7:30 am - 8:30 pm) (Sat. 8 am - 5 pm)	1-800-770-7785	
<b>BTI</b> (24 hours a day, 7 days a week)		1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-424-5588	
<b>Comm South Companies</b> (Sun. 11 pm CST - Sat. 4 pm CST)	1-800-936-5223	
<b>C2K</b> (24 hours a day, 7 days a week)	1-877-JOIN-C2K	1-888-444-9912
<b>Delta Phones, Inc.</b> (Mon - Fri. 8 am - 5 pm/Sat. 9 am - 2 pm)	1-800-814-8623	
<b>EZ TALK Communications, LLC</b> (24 hours a day, 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gildra's Communications, Inc.</b> (Mon - Sat. 9 am - 5 pm)	1-877-445-3114	1-877-445-3114
<b>IDS TELCOM</b> (24 hours a day, 7 days a week)	1-800-335-4437	1-800-335-4437
<b>InLine</b> (Mon - Fri. 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon - Fri. 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day, 7 days a week)	1-800-239-3000	1-800-239-3000
<b>LecStar Communications</b> (7 am - 12 am EST 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day, 7 days a week)		1-866-LY-Local
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>Momentum Business Solutions, Inc.</b> (Mon - Fri. 7 am - 6 pm/Sat. 8 am - 5 pm CST)	1-877-271-0236	1-800-466-2210
<b>NETWORK TELEPHONE</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day, 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon - Fri. 7 am - 8 pm) (Sat. 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon - Fri. 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon - Fri. 9 am - 6 pm/Sat. 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>SEVEN BRIDGES COMMUNICATIONS</b> (Mon - Fri. 8 am - 5:30 pm/Sat. 10 am - 3 pm)	(English) 1-877-601-7320 (Spanish) 1-877-601-7315	
<b>Southern Reconnect Inc.</b> (24 hours a day, 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b> (Mon - Fri. 8:30 am - 5:30 pm/Sat. 9 am - 1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-492-5566	

### PAY TELEPHONE SERVICE

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## Establishing Phone Service

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### Local Service Providers

	Residence	Business
<b>BellSouth</b> - <a href="http://www.bellsouth.com">www.bellsouth.com</a>	1-888-757-6500	1-866-620-6000 (Mon - Fri. 8 am - 5 pm)
From a wireless phone, outside AL or BellSouth territory	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon - Fri. 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Alternative Phone, Inc.</b> (Mon - Fri. 9 am - 5 pm)	1-800-930-4290	
<b>Annox</b> (Mon - Fri. 7:30 am - 8:30 pm) (Sat. 8 am - 5 pm)	1-800-770-7785	
<b>BTI</b> (24 hours a day. 7 days a week)		1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-424-5588	
<b>Comm South Companies</b> (Sun. 11 pm CST - Sat. 4 pm CST)	1-800-936-5223	
<b>C2K</b> (24 hours a day. 7 days a week)	1-877-JOIN-C2K	1-888-444-9912
<b>Delta Phones, Inc.</b> (Mon - Fri. 8 am - 5 pm/Sat. 9 am - 2 pm)	1-800-814-8623	
<b>EZ TALK Communications, LLC</b> (24 hours a day. 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gildra's Communications, Inc.</b> (Mon - Sat. 9 am - 5 pm)	1-877-445-3114	1-877-445-3114
<b>IDS TELCOM</b> (24 hours a day. 7 days a week)	1-800-335-4437	1-800-335-4437
<b>InLine</b> (Mon - Fri. 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon - Fri. 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day. 7 days a week)	1-800-239-3000	1-800-239-3000
<b>LecStar Communications</b> (7 am - 12 am EST. 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day. 7 days a week)		1-866-LY-Local
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>NETWORK TELEPHONE</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day. 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon - Fri. 7 am - 8 pm) (Sat. 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon - Fri. 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon - Fri. 9 am - 6 pm/Sat. 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>SEVEN BRIDGES COMMUNICATIONS</b> (Mon - Fri. 8 am - 5:30 pm/Sat. 10 am - 3 pm)	(English) 1-877-601-7320	(Spanish) 1-877-601-7315
<b>Southern Reconnect Inc.</b> (24 hours a day. 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b> (Mon - Fri. 8:30 am - 5:30 pm/Sat. 9 am - 1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-492-5566	
<b>U. S. Dial Tone, Inc.</b> (Mon - Fri. 6 am - 8:30 pm CST)	1-888-342-5866	1-888-342-5866

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## Establishing Phone Service

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### LOCAL SERVICE PROVIDERS

	Residence	Business
<b>BellSouth</b> - www.bellsouth.com	1-888-757-6500	1-866-620-6000 (Mon - Fri. 8 am - 5 pm)
From a wireless phone, outside AL or BellSouth territory	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon - Fri. 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Adelphia Business Solutions</b> (Mon - Fri. 8:30 am - 5 pm CST)		1-877-368-5992
<b>Alternative Phone, Inc.</b> (Mon - Fri. 9 am - 5 pm)	1-800-930-4290	
<b>Annox</b> (Mon - Fri. 7:30 am - 8:30 pm) (Sat. 8 am - 5 pm)	1-800-770-7785	
<b>Birch Telecom</b> (Mon - Fri. 7 am - 7 pm EST)	1-888-772-4724	1-888-772-4724
<b>BTI</b> (24 hours a day. 7 days a week)		1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-424-5588	
<b>Comm South Companies</b> (Sun. 11 pm CST - Sat. 4 pm CST)	1-800-936-5223	
<b>C2K</b> (24 hours a day. 7 days a week)	1-877-JOIN-C2K	1-888-444-9912
<b>Delta Phones, Inc.</b> (Mon - Fri. 8 am - 5 pm/Sat. 9 am - 2 pm)	1-800-814-8623	
<b>EZ TALK Communications, LLC</b> (24 hours a day. 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gildra's Communications, Inc.</b> (Mon - Sat. 9 am - 5 pm)	1-877-445-3114	1-877-445-3114
<b>IDS TELCOM</b> (24 hours a day. 7 days a week)	1-800-335-4437	1-800-335-4437
<b>InLine</b> (Mon - Fri. 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon - Fri. 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day. 7 days a week)	1-800-239-3000	1-800-239-3000
<b>KMC Telecom/Huntsville</b> (24 hours a day. 7 days a week)		1-888-KMC-THE-1 (562-8431)
<b>KNOLOGY</b> (24 hours a day. 7 days a week)	256-533-5353	256-489-8920
<b>LecStar Communications</b> (7 am - 12 am EST. 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day. 7 days a week)		1-866-LY-Local
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>NETWORK TELEPHONE</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day. 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon - Fri. 7 am - 8 pm) (Sat. 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon - Fri. 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon - Fri. 9 am - 6 pm/Sat. 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>SEVEN BRIDGES COMMUNICATIONS</b> (Mon - Fri. 8 am - 5:30 pm/Sat. 10 am - 3 pm)	(English) 1-877-601-7320 (Spanish) 1-877-601-7315	
<b>Smoke Signal Communications</b>	1-800-411-6770	1-800-411-6770
<b>Southern Reconnect Inc.</b> (24 hours a day. 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b> (Mon - Fri. 8:30 am - 5:30 pm/Sat. 9 am - 1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-492-5566	
<b>U. S. Dial Tone, Inc.</b> (Mon - Fri. 6 am - 8:30 pm CST)	1-888-342-5866	1-888-342-5866
<b>Z-Tel Communications, Inc.</b> (6 am - 11 pm CST. 7 days a week)	1-800-246-5450	

### PAY TELEPHONE SERVICE

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## Establishing Phone Service



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	Residence	Business
<b>BellSouth</b> - www.bellsouth.com	1-888-757-6500	1-866-620-6000 (Mon - Fri, 8 am - 5 pm)
From a wireless phone, outside AL or BellSouth territory	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon - Fri, 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Alternative Phone, Inc.</b> (Mon - Fri, 9 am - 5 pm)	1-800-930-4290	
<b>Annox</b> (Mon - Fri, 7:30 am - 8:30 pm/Sat, 8 am - 5 pm)	1-800-770-7785	
<b>BTI</b> (24 hours a day, 7 days a week)		1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon - Fri, 8 am - 5 pm CST)	1-888-424-5588	
<b>Comm South Companies</b> (Sun, 11 pm CST - Sat, 4 pm CST)	1-800-936-5223	
<b>C2K</b> (24 hours a day, 7 days a week)	1-877-JOIN-C2K	1-888-444-9912
<b>Delta Phones, Inc.</b> (Mon - Fri, 8 am - 5 pm/Sat, 9 am - 2 pm)	1-800-814-8623	
<b>EZ TALK Communications, LLC</b> (24 hours a day, 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gildra's Communications</b> (Mon - Sat, 8 am - 6 pm)	1-205-781-5558	1-205-781-5550
<b>IDS TELCOM</b> (24 hours a day, 7 days a week)	1-800-335-4437	1-800-335-4437
<b>InLine</b> (Mon - Fri, 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon - Fri, 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day, 7 days a week)	1-800-239-3000	1-800-239-3000
<b>LecStar Communications</b> (7 am - 12 am EST 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day, 7 days a week)		1-866-LY-local
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>NETWORK TELEPHONE</b> (Mon - Fri, 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day, 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon - Fri, 7 am - 8 pm/Sat, 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon - Fri, 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon - Fri, 9 am - 6 pm/Sat, 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>SEVEN BRIDGES COMMUNICATIONS</b>	(English) 1-877-601-7320 (Spanish) 1-877-601-7315	
(Mon - Fri, 8 am - 5:30 pm/Sat, 10 am - 3 pm)	1-800-411-6770	1-800-411-6770
<b>Smoke Signal Communications</b>	1-877-542-7464	
<b>Southern Reconnect Inc.</b> (24 hours a day, 7 days a week)		
<b>State Discount Telephone</b>	1-800-797-3547	1-800-797-3547
(Mon - Fri, 8:30 am - 5:30 pm/Sat, 9 am - 1 pm CST)	1-888-492-5566	
<b>TeleConex</b> (Mon - Fri, 8 am - 5 pm CST)	1-888-342-5866	1-888-342-5866
<b>U. S. Dial Tone, Inc.</b> (Mon - Fri, 6 am - 8:30 pm CST)		
<b>Z-Tel Communications, Inc.</b> (6 am - 11 pm CST 7 days a week)	1-800-246-5450	

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	Residence	Business
<b>BellSouth</b> - <a href="http://www.bellsouth.com">www.bellsouth.com</a>	1-888-757-6500	1-866-620-6000 (Mon-Fri, 8 am - 5 pm)
From a wireless phone, outside AL or BellSouth territory	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon-Fri, 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Alternative Phone, Inc.</b> (Mon-Fri, 9 am - 5 pm)	1-800-930-4290	
<b>Annox</b> (Mon-Fri, 7:30 am - 8:30 pm/Sat, 8 am - 5 pm)	1-800-770-7785	
<b>BTI</b> (24 hours a day, 7 days a week)		1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon-Fri, 8 am - 5 pm CST)	1-888-424-5588	
<b>Comm South Companies</b> (Sun, 11 pm CST - Sat, 4 pm CST)	1-800-936-5223	
<b>C2K</b> (24 hours a day, 7 days a week)	1-877-JOINC2K	1-888-444-9912
<b>Delta Phones, Inc.</b> (Mon-Fri, 8 am - 5 pm/Sat, 9 am - 2 pm)	1-800-814-8623	
<b>EZ TALK Communications, LLC</b> (24 hours a day, 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gildra's Communications</b> (Mon-Sat, 8 am - 6 pm)	1-205-781-5558	1-205-781-5550
<b>IDS TELCOM</b> (24 hours a day, 7 days a week)	1-800-335-4437	1-800-335-4437
<b>InLine</b> (Mon-Fri, 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon-Fri, 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day, 7 days a week)	1-800-239-3000	1-800-239-3000
<b>LexStar Communications</b> (7 am - 12 am EST 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day, 7 days a week)		1-866-LYlocal
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>NETWORK TELEPHONE</b> (Mon-Fri, 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day, 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon-Fri, 7 am - 8 pm/Sat, 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon-Fri, 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon-Fri, 9 am - 6 pm/Sat, 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>SEVEN BRIDGES COMMUNICATIONS</b> (Mon-Fri, 8 am - 5:30 pm/Sat, 10 am - 3 pm)	(English) 1-877-601-7320	(Spanish) 1-877-601-7315
<b>Smoke Signal Communications</b>	1-800-411-6770	1-800-411-6770
<b>Southern Reconnect Inc.</b> (24 hours a day, 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b> (Mon-Fri, 8:30 am - 5:30 pm/Sat, 9 am - 1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon-Fri, 8 am - 5 pm CST)	1-888-492-5566	
<b>U. S. Dial Tone, Inc.</b> (Mon-Fri, 6 am - 8:30 pm CST)	1-888-342-5866	1-888-342-5866

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## Establishing Phone Service

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### LOCAL SERVICE PROVIDERS

	Residence	Business
<b>BellSouth</b> ( <a href="http://www.bellsouth.com/establishservice">www.bellsouth.com/establishservice</a> )	1-888-757-6500	1-866-620-6000 (Mon - Fri. 8 am - 5 pm)
If calling from a wireless phone, a non-BellSouth telephone number, or from outside AL:	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon - Fri. 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Adelphia Business Solutions</b> (Mon - Fri. 8:30 am - 5 pm CST)		334-460-4040
<b>Alternative Phone, Inc.</b> (Mon - Fri. 9 am - 5 pm)	1-800-930-4290	
<b>Annox</b> (Mon - Fri. 7:30 am - 8:30 pm) (Sat. 8 am - 5 pm)	1-800-770-7785	
<b>Birch Telecom</b> (Mon - Fri. 8 am - 7 pm EST)	1-866-347-3843	1-888-772-4724
<b>BTI</b> (24 hours a day. 7 days a week)		1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-424-5588	
<b>Comm South Companies</b> (Sun. 11 pm CST - Sat. 4 pm CST)	1-800-936-5223	
<b>Delta Phones, Inc.</b> (Mon - Fri. 8 am - 5 pm/Sat. 9 am - 2 pm)	1-800-814-8623	
<b>EZ TALK Communications, LLC</b> (24 hours a day. 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gildra's Communications, Inc.</b> (Mon - Sat. 9 am - 5 pm)	1-877-445-3114	1-877-445-3114
<b>Harbor Communications</b> (Mon - Fri. 8 am - 5:30 pm)	602-5507	602-5507
<b>IDS TELCOM</b> (24 hours a day. 7 days a week)	1-800-335-4437	1-800-335-4437
<b>InLine</b> (Mon - Fri. 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon - Fri. 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day. 7 days a week)	1-800-239-3000	1-800-239-3000
<b>LecStar Communications</b> (7 am - 12 am EST. 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day. 7 days a week)		1-866-LY-Local
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>Madison River Communications</b> (24 hours a day. 7 days a week. 365 days a year)		1-877-480-8581
<b>Momentum Business Solutions, Inc.</b> (Mon - Fri. 7 am - 6 pm/Sat. 8 am - 5 pm CST)	1-877-271-0236	1-800-466-2210
<b>NETWORK TELEPHONE</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day. 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon - Fri. 7 am - 8 pm) (Sat. 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon - Fri. 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon - Fri. 9 am - 6 pm/Sat. 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>SEVEN BRIDGES COMMUNICATIONS</b> (Mon - Fri. 8 am - 5:30 pm/Sat. 10 am - 3 pm)	(English) 1-877-601-7320 (Spanish) 1-877-601-7315	
<b>Smoke Signal Communications</b>	1-800-411-6770	1-800-411-6770
<b>Southern Reconnect Inc.</b> (24 hours a day. 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b> (Mon - Fri. 8:30 am - 5:30 pm/Sat. 9 am - 1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-492-5566	
<b>UniversalCom, Inc.</b> (Mon - Fri. 8 am - 5 pm)		334-378-3200
<b>Xspedius</b> (Mon - Fri. 8 am - 5 pm CST)		1-800-673-1900
<b>Z-Tel Communications, Inc.</b> (6 am - 11 pm CST. 7 days a week)	1-800-246-5450	

### PAY TELEPHONE SERVICE

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## Establishing Phone Service

(Additional information may be available on some of the Local Service Providers listed below in the Local Service Providers section following the Customer Guide Pages in your White Pages directory.)

### LOCAL SERVICE PROVIDERS

	Residence	Business
<b>BellSouth</b> - www.bellsouth.com	1-888-757-6500	1-866-620-6000 (Mon - Fri. 8 am - 5 pm)
From a wireless phone, outside AL or BellSouth territory	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon - Fri. 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Adelphia Business Solutions</b> (Mon - Fri. 8:30 am - 5 pm CST)		1-877-368-5992
<b>Alternative Phone, Inc.</b> (Mon - Fri. 9 am - 5 pm)	1-800-930-4290	
<b>Annox</b> (Mon - Fri. 7:30 am - 8:30 pm) (Sat. 8 am - 5 pm)	1-800-770-7785	
<b>Birch Telecom</b> (Mon - Fri. 7 am - 7 pm EST)	1-888-772-4724	1-888-772-4724
<b>BTI</b> (24 hours a day. 7 days a week)		1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-424-5588	
<b>Comm South Companies</b> (Sun. 11 pm CST - Sat. 4 pm CST)	1-800-936-5223	
<b>Delta Phones, Inc.</b> (Mon - Fri. 8 am - 5 pm/Sat. 9 am - 2 pm)	1-800-814-8623	
<b>e.spire Communications, Inc.</b> (Mon - Fri. 8 am - 5 pm)		1-888-6-espire (377473)
<b>EZ TALK Communications, LLC</b> (24 hours a day. 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gildra's Communications, Inc.</b> (Mon - Sat. 9 am - 5 pm)	1-877-445-3114	1-877-445-3114
<b>IDS TELCOM</b> (24 hours a day. 7 days a week)	1-800-335-4437	1-800-335-4437
<b>InLine</b> (Mon - Fri. 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon - Fri. 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day. 7 days a week)	1-800-239-3000	1-800-239-3000
<b>KNOLOGY</b> (24 hours a day. 7 days a week)	334-356-1000	334-356-4100
<b>LecStar Communications</b> (7 am - 12 am EST. 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day. 7 days a week)		1-866-LY-Local
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>Madison River Communications</b> (24 hours a day. 7 days a week. 365 days a year)		1-877-480-8581
<b>Momentum Business Solutions, Inc.</b> (Mon - Fri. 7 am - 6 pm/Sat. 8 am - 5 pm CST)	1-877-271-0236	1-800-466-2210
<b>NETWORK TELEPHONE</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day. 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon - Fri. 7 am - 8 pm) (Sat. 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon - Fri. 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon - Fri. 9 am - 6 pm/Sat. 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>SEVEN BRIDGES COMMUNICATIONS</b> (Mon - Fri. 8 am - 5:30 pm/Sat. 10 am - 3 pm)	(English) 1-877-601-7320	(Spanish) 1-877-601-7315
<b>Smoke Signal Communications</b>	1-800-411-6770	1-800-411-6770
<b>Southern Reconnect Inc.</b> (24 hours a day. 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b> (Mon - Fri. 8:30 am - 5:30 pm/Sat. 9 am - 1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-492-5566	
<b>Z-Tel Communications, Inc.</b> (6 am - 11 pm CST. 7 days a week)	1-800-246-5450	

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## Establishing Phone Service

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### LOCAL SERVICE PROVIDERS

	Residence	Business
<b>BellSouth</b> (www.bellsouth.com/establishservice)	1-888-757-6500	1-866-620-6000 (Mon - Fri. 8 am - 5 pm)
If calling from a wireless phone, a non-BellSouth telephone number, or from outside AL:	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon - Fri. 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>ALLPAGE, Incorporated</b> (9 am - 6 pm)	1-800-651-5290	1-800-651-5290
<b>Altair Communications, Inc.</b> (Mon - Fri. 8 am - 10 pm/Sat. 8 am - 4 pm CST)	1-888-224-5901	1-888-225-7511
<b>Alternative Phone Inc.</b> (Mon - Fri. 9 am - 5 pm)	1-800-930-4290	
<b>Am-Tel, Inc.</b> (Mon - Fri. 8 am - 6 pm EST)	1-888-565-7166	
<b>Annox</b> (Mon - Fri. 7:30 am - 8:30 pm/Sat. 8 am - 5 pm)	1-800-770-7785	
<b>AT&amp;T</b> (24 hours a day, 7 days a week) . . . . .	1-800-222-0300	1-800-222-0400
<b>AWESOME COMMUNICATIONS, INC.</b> (9 am - 6 pm EST)	1-866-671-6364	1-866-671-6364
<b>Birch Telecom</b> (Mon - Fri. 8 am - 7 pm EST)	1-866-347-3843	1-888-772-4724
<b>BroadRiver Communications, Inc.</b> (Mon - Fri. 8 am - 6 pm)	1-866-288-2519	1-866-288-2519
<b>BTI</b> (24 hours a day, 7 days a week)	1-888-424-5588	1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon - Fri. 8 am - 5 pm CST)	1-866-366-6278	1-866-366-6278
<b>Columbus Local Communications</b> (Mon - Fri. 9 am - 6 pm/Sat. 10 am - 2 pm)	1-888-494-9440	
<b>DIALTONE &amp; MORE, INC.</b> (Mon - Fri. 8 am - 5 pm)		
<b>e.spire Communications, Inc.</b> (Mon - Fri. 8 am - 5 pm)	1-888-6-espire (377473)	
<b>EXCELINK Communications</b>	1-888-467-8286	
<b>E-Z ACCESS USA INC.</b> (24 hours a day, 7 days a week)	1-888-500-4880	1-888-500-4880
<b>EZ Communications Inc.</b> (Mon - Fri. 8 am - 5 pm)	770-431-9190	
<b>Georgia Comm South</b> (Sun. 11 pm CST - Sat. 4 pm CST)	1-800-936-5223	
<b>Georgia Telephone Services, Inc.</b> (Mon - Fri. 9 am - 6 pm/Sat. 9 am - 1 pm)	1-877-363-9393	
<b>Granite Telecommunications</b> (Mon - Fri. 8 am - 6 pm EST)	1-866-847-5500	1-866-847-5500
<b>ICG Netcom</b> (Mon - Fri. 8 am - 5 pm EST)		1-888-424-4440
<b>IDS TELCOM</b> (24 hours a day, 7 days a week)	1-800-335-4437	1-800-335-4437
<b>Intermedia Communications</b> (Mon - Fri. 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day, 7 days a week)	1-800-239-3000	1-800-239-3000
<b>KNOLOGY</b> (24 hours a day, 7 days a week)	706-221-1000	706-221-6300
<b>LecStar Communications</b> (7 am - 12 am EST 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day, 7 days a week)		1-866-LY-Local
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>Madison River Communications</b> (24 hours a day, 7 days a week 365 days a year)		1-877-480-8581
<b>Momentum Business Solutions, Inc.</b> (Mon - Fri. 7 am - 6 pm/Sat. 8 am - 5 pm CST)	1-877-271-0236	1-800-466-2210
<b>NETWORK TELEPHONE</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day, 7 days a week)	1-888-565-1011	1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon - Fri. 7 am - 8 pm/Sat. 8 am - 4 pm)	1-866-74NUVOX	1-866-48NUVOX
<b>NuVox Communications Inc</b> (Mon - Fri. 8:30 am - 5:30 pm)	(1-866-746-8869)	(1-866-486-8869)
<b>1-800-RECONEX</b> (Mon - Fri. 9 am - 8 pm EST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon - Fri. 9 am - 6 pm/Sat. 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>QUICK CONNECT TELECOMMUNICATIONS, INC.</b> (Mon - Fri. 9 am - 6 pm/Sat. 9 am to 1 pm)	1-888-250-4112	
<b>Second Chance Phone</b> (Mon - Fri. 9 am - 5 pm)	1-800-797-2802	
<b>Smoke Signal Communications</b>	1-800-411-6770	1-800-411-6770
<b>TeleConex</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-492-5566	
<b>Xspedius Communications</b>	706-243-2274	706-243-2274
<b>Z-Tel Communications, Inc.</b> (6 am - 11 pm CST, 7 days a week)	1-800-246-5450	

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	Residence	Business
<b>BellSouth</b> - www.bellsouth.com	1-888-757-6500	1-866-620-6000 (Mon - Fri. 8 am - 5 pm)
From a wireless phone, outside AL or BellSouth territory	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon - Fri. 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Alternative Phone, Inc.</b> (Mon - Fri. 9 am - 5 pm)	1-800-930-4290	
<b>Annox</b> (Mon - Fri. 7:30 am - 8:30 pm) (Sat. 8 am - 5 pm)	1-800-770-7785	
<b>BTI</b> (24 hours a day. 7 days a week)		1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-424-5588	
<b>Comm South Companies</b> (Sun. 11 pm CST - Sat. 4 pm CST)	1-800-936-5223	
<b>Delta Phones, Inc.</b> (Mon - Fri. 8 am - 5 pm/Sat. 9 am - 2 pm)	1-800-814-8623	
<b>EZ TALK Communications, LLC</b> (24 hours a day. 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gildra's Communications, Inc.</b> (Mon - Sat. 9 am - 5 pm)	1-877-445-3114	1-877-445-3114
<b>IDS TELCOM</b> (24 hours a day. 7 days a week)	1-800-335-4437	1-800-335-4437
<b>InLine</b> (Mon - Fri. 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon - Fri. 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day. 7 days a week)	1-800-239-3000	1-800-239-3000
<b>KNOLOGY</b> (24 hours a day. 7 days a week)	334-356-1000	334-356-4100
<b>LecStar Communications</b> (7 am - 12 am EST. 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day. 7 days a week)		1-866-LY-Local
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>Momentum Business Solutions, Inc.</b> (Mon - Fri. 7 am - 6 pm/Sat. 8 am - 5 pm CST)	1-877-271-0236	1-800-466-2210
<b>NETWORK TELEPHONE</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day. 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon - Fri. 7 am - 8 pm) (Sat. 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon - Fri. 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon - Fri. 9 am - 6 pm/Sat. 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>SEVEN BRIDGES COMMUNICATIONS</b> (Mon - Fri. 8 am - 5:30 pm/Sat. 10 am - 3 pm)	(English) 1-877-601-7320 (Spanish) 1-877-601-7315	
<b>Southern Reconnect Inc.</b> (24 hours a day. 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b> (Mon - Fri. 8:30 am - 5:30 pm/Sat. 9 am - 1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-492-5566	
<b>Z-Tel Communications, Inc.</b> (6 am - 11 pm CST. 7 days a week)	1-800-246-5450	

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<b>BellSouth</b> ( <a href="http://www.bellsouth.com/establishservice">www.bellsouth.com/establishservice</a> )	1-888-757-6500	1-866-620-6000 (Mon - Fri. 8 am - 5 pm)
If calling from a wireless phone, a non-BellSouth telephone number, or from outside AL:	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon - Fri. 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Alternative Phone, Inc.</b> (Mon - Fri. 9 am - 5 pm)	1-800-930-4290	
<b>Annox</b> (Mon - Fri. 7:30 am - 8:30 pm) (Sat. 8 am - 5 pm)	1-800-770-7785	
<b>BTI</b> (24 hours a day. 7 days a week)		1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-424-5588	
<b>Comm South Companies</b> (Sun. 11 pm CST - Sat. 4 pm CST)	1-800-936-5223	
<b>Delta Phones, Inc.</b> (Mon - Fri. 8 am - 5 pm/Sat. 9 am - 2 pm)	1-800-814-8623	
<b>EZ TALK Communications, LLC</b> (24 hours a day. 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gildra's Communications, Inc.</b> (Mon - Sat. 9 am - 5 pm)	1-877-445-3114	1-877-445-3114
<b>IDS TELCOM</b> (24 hours a day. 7 days a week)	1-800-335-4437	1-800-335-4437
<b>InLine</b> (Mon - Fri. 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon - Fri. 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day. 7 days a week)	1-800-239-3000	1-800-239-3000
<b>LecStar Communications</b> (7 am - 12 am EST. 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day. 7 days a week)		1-866-LY-Local
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>Momentum Business Solutions, Inc.</b> (Mon - Fri. 7 am - 6 pm/Sat. 8 am - 5 pm CST)	1-877-271-0236	1-800-466-2210
<b>NETWORK TELEPHONE</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day. 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon - Fri. 7 am - 8 pm) (Sat. 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon - Fri. 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon - Fri. 9 am - 6 pm/Sat. 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>SEVEN BRIDGES COMMUNICATIONS</b> (Mon - Fri. 8 am - 5:30 pm/Sat. 10 am - 3 pm)	(English) 1-877-601-7320	(Spanish) 1-877-601-7315
<b>Southern Reconnect Inc.</b> (24 hours a day. 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b> (Mon - Fri. 8:30 am - 5:30 pm/Sat. 9 am - 1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-492-5566	
<b>Z-Tel Communications, Inc.</b> (6 am - 11 pm CST. 7 days a week)	1-800-246-5450	

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	Residence	Business
<b>BellSouth</b> ( <a href="http://www.bellsouth.com/establishservice">www.bellsouth.com/establishservice</a> )	1-888-757-6500	1-866-620-6000 (Mon - Fri. 8 am - 5 pm)
If calling from a wireless phone, a non-BellSouth telephone number, or from outside AL:	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon - Fri. 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Alternative Phone, Inc.</b> (Mon - Fri. 9 am - 5 pm)	1-800-930-4290	
<b>Annox</b> (Mon - Fri. 7:30 am - 8:30 pm) (Sat. 8 am - 5 pm)	1-800-770-7785	
<b>BTI</b> (24 hours a day. 7 days a week)		1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-424-5588	
<b>Comm South Companies</b> (Sun. 11 pm CST - Sat. 4 pm CST)	1-800-936-5223	
<b>Delta Phones, Inc.</b> (Mon - Fri. 8 am - 5 pm/Sat. 9 am - 2 pm)	1-800-814-8623	
<b>EZ TALK Communications, LLC</b> (24 hours a day. 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gildra's Communications, Inc.</b> (Mon - Sat. 9 am - 5 pm)	1-877-445-3114	1-877-445-3114
<b>IDS TELCOM</b> (24 hours a day. 7 days a week)	1-800-335-4437	1-800-335-4437
<b>InLine</b> (Mon - Fri. 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon - Fri. 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day. 7 days a week)	1-800-239-3000	1-800-239-3000
<b>LecStar Communications</b> (7 am - 12 am EST. 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day. 7 days a week)		1-866-LY-Local
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>Momentum Business Solutions, Inc.</b> (Mon - Fri. 7 am - 6 pm/Sat. 8 am - 5 pm CST)	1-877-271-0236	1-800-466-2210
<b>NETWORK TELEPHONE</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day. 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon - Fri. 7 am - 8 pm) (Sat. 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon - Fri. 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon - Fri. 9 am - 6 pm/Sat. 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>SEVEN BRIDGES COMMUNICATIONS</b> (Mon - Fri. 8 am - 5:30 pm/Sat. 10 am - 3 pm)	(English) 1-877-601-7320 (Spanish) 1-877-601-7315	
<b>Southern Reconnect Inc.</b> (24 hours a day. 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b> (Mon - Fri. 8:30 am - 5:30 pm/Sat. 9 am - 1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-492-5566	

### PAY TELEPHONE SERVICE

For Telephone Numbers of Pay Telephone Providers look in the Yellow Pages under the heading Pay Telephones



## Establishing Phone Service

(Additional information may be available on some of the Local Service Providers listed below in the Local Service Providers section following the Customer Guide Pages in your White Pages directory.)

### Local Service Providers

	Residence	Business
<b>BellSouth</b> ( <a href="http://www.bellsouth.com/establishservice">www.bellsouth.com/establishservice</a> )	1-888-757-6500	1-866-620-6000 (Mon - Fri. 8 am - 5 pm)
If calling from a wireless phone, a non-BellSouth telephone number, or from outside AL:	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon - Fri. 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Alternative Phone, Inc.</b> (Mon - Fri. 9 am - 5 pm)	1-800-930-4290	
<b>Annox</b> (Mon - Fri. 7:30 am - 8:30 pm) (Sat. 8 am - 5 pm)	1-800-770-7785	
<b>BTI</b> (24 hours a day. 7 days a week)		1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-424-5588	
<b>Comm South Companies, Inc.</b> (Mon - Fri. 8 am - 10 pm CST - Sat. 8 am - 4 pm CST)	1-888-224-5901	1-888-225-7511
<b>Delta Phones, Inc.</b> (Mon - Fri. 8 am - 5 pm/Sat. 9 am - 2 pm)	1-800-814-8623	
<b>EZ TALK Communications, LLC</b> (24 hours a day. 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gildra's Communications, Inc.</b> (Mon - Sat. 9 am - 5 pm)	1-877-445-3114	1-877-445-3114
<b>IDS TELCOM</b> (24 hours a day. 7 days a week)	1-800-335-4437	1-800-335-4437
<b>InLine</b> (Mon - Fri. 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon - Fri. 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day. 7 days a week)	1-800-239-3000	1-800-239-3000
<b>LecStar Communications</b> (7 am - 12 am EST. 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day. 7 days a week)		1-866-LY-Local
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>Momentum Business Solutions, Inc.</b> (Mon - Fri. 7 am - 6 pm/Sat. 8 am - 5 pm CST)	1-877-271-0236	1-800-466-2210
<b>NETWORK TELEPHONE</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day. 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon - Fri. 7 am - 8 pm) (Sat. 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon - Fri. 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon - Fri. 9 am - 6 pm/Sat. 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>SEVEN BRIDGES COMMUNICATIONS</b> (Mon - Fri. 8 am - 5:30 pm/Sat. 10 am - 3 pm)	(English) 1-877-601-7320	(Spanish) 1-877-601-7315
<b>Southern Reconnect Inc.</b> (24 hours a day. 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b> (Mon - Fri. 8:30 am - 5:30 pm/Sat. 9 am - 1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-492-5566	
<b>WebShopper Communications, Inc.</b>	1-888-932-7467	1-888-932-7467
<b>Z-Tel Communications, Inc.</b> (6 am - 11 pm CST. 7 days a week)	1-800-246-5450	

### Pay Telephone Service

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## Establishing Phone Service

2

(Additional information may be available on some of the Local Service Providers listed below in the Local Service Providers section following the Customer Guide Pages.)

	Residence	Business
<b>BellSouth</b> - <a href="http://www.bellsouth.com">www.bellsouth.com</a>	1-888-757-6500	1-866-620-6000 (Mon - Fri, 8 am - 5 pm)
From a wireless phone, outside AL or BellSouth territory	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon - Fri, 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Alternative Phone, Inc.</b> (Mon - Fri, 9 am - 5 pm)	1-800-930-4290	
<b>Annox</b> (Mon - Fri, 7:30 am - 8:30 pm/Sat, 8 am - 5 pm)	1-800-770-7785	
<b>BTI</b> (24 hours a day, 7 days a week)		1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon - Fri, 8 am - 5 pm CST)	1-888-424-5588	
<b>Comm South Companies</b> (Sun - 11 pm CST Sat - 4 pm CST)	1-800-936-5223	
<b>C2K</b> (24 hours a day, 7 days a week)	1-877-JOIN-C2K	1-888-444-9912
<b>Delta Phones, Inc.</b> (Mon - Fri, 8 am - 5 pm/Sat, 9 am - 2 pm)	1-800-814-8623	
<b>EZ TALK Communications, LLC</b> (24 hours a day, 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gildra's Communications</b> (Mon - Sat, 8 am - 6 pm)	1-205-781-5558	1-205-781-5550
<b>IDS TELCOM</b> (24 hours a day, 7 days a week)	1-800-335-4437	1-800-335-4437
<b>inLine</b> (Mon - Fri, 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon - Fri, 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day, 7 days a week)	1-800-239-3000	1-800-239-3000
<b>LecStar Communications</b> (7 am - 12 am EST 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day, 7 days a week)		1-866-LYLocal
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>NETWORK TELEPHONE</b> (Mon - Fri, 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day, 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon - Fri, 7 am - 8 pm/Sat, 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon - Fri, 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon - Fri, 9 am - 6 pm/Sat, 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>SEVEN BRIDGES COMMUNICATIONS</b> (Mon - Fri, 8 am - 5:30 pm/Sat, 10 am - 3 pm)	(English) 1-877-601-7320	(Spanish) 1-877-601-7315
<b>Smoke Signal Communications</b>	1-800-411-6770	1-800-411-6770
<b>Southern Reconnect Inc.</b> (24 hours a day, 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b> (Mon - Fri, 8:30 am - 5:30 pm/Sat, 9 am - 1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon - Fri, 8 am - 5 pm CST)	1-888-492-5566	
<b>U. S. Dial Tone, Inc.</b> (Mon - Fri, 6 am - 8:30 pm CST)	1-888-342-5866	1-888-342-5866
<b>Z-Tel Communications, Inc.</b> (6 am - 11 pm CST 7 days a week)	1-800-246-5450	

For Telephone Numbers of Pay Telephone Providers look in the Yellow Pages under the heading Pay Telephones

Thomasville, AL  
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## Establishing Phone Service

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### Local Service Providers

	Residence	Business
<b>BellSouth</b> - <a href="http://www.bellsouth.com">www.bellsouth.com</a>	1-888-757-6500	1-866-620-6000 (Mon - Fri. 8 am - 5 pm)
From a wireless phone, outside AL or BellSouth territory	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon - Fri. 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Alternative Phone, Inc.</b> (Mon - Fri. 9 am - 5 pm)	1-800-930-4290	
<b>Annox</b> (Mon - Fri. 7:30 am - 8:30 pm) (Sat. 8 am - 5 pm)	1-800-770-7785	
<b>BTI</b> (24 hours a day. 7 days a week)		1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-424-5588	
<b>Comm South Companies</b> (Sun. 11 pm CST - Sat. 4 pm CST)	1-800-936-5223	
<b>Delta Phones, Inc.</b> (Mon - Fri. 8 am - 5 pm/Sat. 9 am - 2 pm)	1-800-814-8623	
<b>EZ TALK Communications, LLC</b> (24 hours a day. 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gildra's Communications, Inc.</b> (Mon - Sat. 9 am - 5 pm)	1-877-445-3114	1-877-445-3114
<b>IDS TELCOM</b> (24 hours a day. 7 days a week)	1-800-335-4437	1-800-335-4437
<b>InLine</b> (Mon - Fri. 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon - Fri. 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day. 7 days a week)	1-800-239-3000	1-800-239-3000
<b>LecStar Communications</b> (7 am - 12 am EST. 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day. 7 days a week)		1-866-LY-Local
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>Momentum Business Solutions, Inc.</b> (Mon - Fri. 7am - 6pm/Sat. 8am - 5pm CST)	1-877-271-0236	1-800-466-2210
<b>NETWORK TELEPHONE</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day. 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon - Fri. 7 am - 8 pm) (Sat. 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon - Fri. 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon - Fri. 9 am - 6 pm/Sat. 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>SEVEN BRIDGES COMMUNICATIONS</b> (Mon - Fri. 8 am - 5:30 pm/Sat. 10 am - 3 pm)	1-877-601-7320 (English) 1-877-601-7315 (Spanish)	
<b>Smoke Signal Communications</b>	1-800-411-6770	1-800-411-6770
<b>Southern Reconnect Inc.</b> (24 hours a day. 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b> (Mon - Fri. 8:30 am - 5:30 pm/Sat. 9 am - 1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-492-5566	
<b>Z-Tel Communications, Inc.</b> (6 am - 11 pm CST. 7 days a week)	1-800-246-5450	

### Pay Telephone Service

For Telephone Numbers of Pay Telephone Providers look in the Yellow Pages under the heading Pay Telephones



## Establishing Phone Service

### LOCAL SERVICE PROVIDERS

	Residence	Business
<b>BellSouth</b> (www.bellsouth.com/establishservice)	1-888-757-6500	1-866-620-6000 (Mon - Fri. 8 am - 5 pm)
If calling from a wireless phone, a non-BellSouth telephone number, or from outside AL:	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon - Fri. 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Adelphia Business Solutions</b> (Mon - Fri. 8:30 am - 5 pm CST)		1-877-368-5992
<b>Alternative Phone, Inc.</b> (Mon - Fri. 9 am - 5 pm)	1-800-930-4290	
<b>Annox</b> (Mon - Fri. 7:30 am - 8:30 pm) (Sat. 8 am - 5 pm)	1-800-770-7785	
<b>Birch Telecom</b> (Mon - Fri. 8 am - 7 pm EST)	1-866-347-3843	1-888-772-4724
<b>BTI</b> (24 hours a day. 7 days a week)		1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-424-5588	
<b>Comm South Companies, Inc.</b> (Mon - Fri. 8 am - 10 pm CST - Sat. 8 am - 4 pm CST)	1-888-224-5901	1-888-225-7511
<b>Delta Phones, Inc.</b> (Mon - Fri. 8 am - 5 pm/Sat. 9 am - 2 pm)	1-800-814-8623	
<b>EZ TALK Communications, LLC</b> (24 hours a day. 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gildra's Communications, Inc.</b> (Mon - Sat. 9 am - 5 pm)	1-877-445-3114	1-877-445-3114
<b>IDS TELCOM</b> (24 hours a day. 7 days a week)	1-800-335-4437	1-800-335-4437
<b>InLine</b> (Mon - Fri. 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon - Fri. 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day. 7 days a week)	1-800-239-3000	1-800-239-3000
<b>LecStar Communications</b> (7 am - 12 am EST. 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day. 7 days a week)		1-866-LY-Local
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>Momentum Business Solutions, Inc.</b> (Mon - Fri. 7 am - 6 pm/Sat. 8 am - 5 pm CST)	1-877-271-0236	1-800-466-2210
<b>NETWORK TELEPHONE</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day. 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon - Fri. 7 am - 8 pm) (Sat. 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon - Fri. 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon - Fri. 9 am - 6 pm/Sat. 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>Phone-Link, Inc.</b> (Mon - Fri. 8 am - 7 pm EST)	1-800-220-1377	1-800-220-1377
<b>SEVEN BRIDGES COMMUNICATIONS</b> (Mon - Fri. 8 am - 5:30 pm/Sat. 10 am - 3 pm)	(English) 1-877-601-7320 (Spanish) 1-877-601-7315	
<b>Smoke Signal Communications</b>	1-800-411-6770	1-800-411-6770
<b>Southern Reconnect Inc.</b> (24 hours a day. 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b> (Mon - Fri. 8:30 am - 5:30 pm/Sat. 9 am - 1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-492-5566	
<b>US LEC OF ALABAMA, INC.</b> (24 hours a day. 7 days a week)	561-3300 or 1-800-978-7532	
<b>Xspedius Communications</b>	205-985-5000	205-985-5000
<b>Z-Tel Communications, Inc.</b> (6 am - 11 pm CST. 7 days a week)	1-800-246-5450	

### PAY TELEPHONE SERVICE

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## Establishing Phone Service

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	Residence	Business
<b>BellSouth</b> (www.bellsouth.com/establishservice)	1-888-757-6500	1-866-620-6000 (Mon - Fri, 8 am - 5 pm)
If calling from a wireless phone, a non-BellSouth telephone number or from outside AL	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon - Fri, 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Alternative Phone, Inc.</b> (Mon - Fri, 9 am - 5 pm)	1-800-930-4290	
<b>Annox</b> (Mon - Fri, 7:30 am - 8:30 pm/Sat, 8 am - 5 pm)	1-800-770-7785	
<b>BTI</b> (24 hours a day, 7 days a week)		1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon - Fri, 8 am - 5 pm CST)	1-888-424-5588	
<b>Comm South Companies, Inc.</b> (Mon - Fri, 8 am - 10 pm/Sat, 8 am - 4 pm)	1-888-224-5901	1-888-225-7511
<b>Delta Phones, Inc.</b> (Mon - Fri, 8 am - 5 pm/Sat, 9 am - 2 pm)	1-800-814-8623	
<b>EZ TALK Communications, LLC</b> (24 hours a day, 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gildra's Communications</b> (Mon - Sat, 8 am - 6 pm)	1-205-781-5558	1-205-781-5550
<b>IDS TELCOM</b> (24 hours a day, 7 days a week)	1-800-335-4437	1-800-335-4437
<b>InLine</b> (Mon - Fri, 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon - Fri, 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day, 7 days a week)	1-800-239-3000	1-800-239-3000
<b>LecStar Communications</b> (7 am - 12 am EST 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day, 7 days a week)		1-866-LYLocal
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>Momentum Business Solutions</b> (Mon - Fri, 7 am - 6 pm/Sat, 8 am - 5 pm CST)	1-877-271-0236	1-800-466-2210
<b>NETWORK TELEPHONE</b> (Mon - Fri, 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day, 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon - Fri, 7 am - 8 pm/Sat, 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon - Fri, 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon - Fri, 9 am - 6 pm/Sat, 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>SEVEN BRIDGES COMMUNICATIONS</b> (Mon - Fri, 8 am - 5:30 pm/Sat, 10 am - 3 pm)	(English) 1-877-601-7320	(Spanish) 1-877-601-7315
<b>Southern Reconnect Inc.</b> (24 hours a day, 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b> (Mon - Fri, 8:30 am - 5:30 pm/Sat, 9 am - 1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon - Fri, 8 am - 5 pm CST)	1-888-492-5566	
<b>Z-Tel Communications, Inc.</b> (8 am - 11 pm CST 7 days a week)	1-800-246-5450	

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## Establishing Phone Service

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### Local Service Providers

	Residence	Business
<b>BellSouth</b> - www.bellsouth.com	1-888-757-6500	1-866-620-6000 (Mon - Fri. 8 am - 5 pm)
From a wireless phone, outside AL or BellSouth territory	1-800-753-3320	1-800-285-4410
<b>ACCESS Integrated Networks, Inc.</b> (Mon - Fri. 8:30 am - 6 pm EST)	1-888-275-0777	1-888-275-0777
<b>Alternative Phone, Inc.</b> (Mon - Fri. 9 am - 5 pm)	1-800-930-4290	
<b>Annox</b> (Mon - Fri. 7:30 am - 8:30 pm) (Sat. 8 am - 5 pm)	1-800-770-7785	
<b>BTI</b> (24 hours a day. 7 days a week)		1-800-444-2279
<b>Budget Phone, Inc.</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-424-5588	
<b>Comm South Companies</b> (Sun. 11 pm CST - Sat. 4 pm CST)	1-800-936-5223	
<b>Delta Phones, Inc.</b> (Mon - Fri. 8 am - 5 pm/Sat. 9 am - 2 pm)	1-800-814-8623	
<b>EZ TALK Communications, LLC</b> (24 hours a day 7 days a week)	1-888-393-9191	1-888-393-9191
<b>Fast Phones, Inc.</b> (9 am - 5 pm CST)	1-800-454-4587	1-800-454-4587
<b>Gildra's Communications, Inc.</b> (Mon - Sat. 9 am - 5 pm)	1-877-445-3114	1-877-445-3114
<b>IDS TELCOM</b> (24 hours a day. 7 days a week)	1-800-335-4437	1-800-335-4437
<b>InLine</b> (Mon - Fri. 8 am - 5 pm)	1-800-788-4013	1-800-788-4013
<b>Intermedia Communications</b> (Mon - Fri. 8 am - 6 pm)		1-800-250-9999
<b>ITC DELTACOM</b> (24 hours a day. 7 days a week)	1-800-239-3000	1-800-239-3000
<b>LecStar Communications</b> (7 am - 12 am EST 7 days a week)	1-888-895-5539	1-888-576-9001
<b>Lightyear Communications</b> (24 hours a day. 7 days a week)		1-866-LY-Local
<b>LONE STAR STATE TELEPHONE</b>	1-800-393-1479	1-800-393-1479
<b>Momentum Business Solutions, Inc.</b> (Mon - Fri. 7 am - 6 pm/Sat. 8 am - 5 pm CST)	1-877-271-0236	1-800-466-2210
<b>NETWORK TELEPHONE</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-432-4855	1-888-432-4855
<b>NewSouth Communications</b> (24 hours a day. 7 days a week)		1-800-600-5050
<b>NOW Communications, Inc.</b> (Mon - Fri. 7 am - 8 pm) (Sat. 8 am - 4 pm)	1-888-565-1011	
<b>1-800-RECONEX</b> (Mon - Fri. 8 am - 7 pm CST)	1-800-732-6639	
<b>OSCATEL COMMUNICATIONS</b> (Mon - Fri. 9 am - 6 pm/Sat. 10 am - 4 pm)	1-800-377-4517	1-800-377-4517
<b>SEVEN BRIDGES COMMUNICATIONS</b> (Mon - Fri. 8 am - 5:30 pm/Sat. 10 am - 3 pm)	(English) 1-877-601-7320	(Spanish) 1-877-601-7315
<b>Southern Reconnect Inc.</b> (24 hours a day. 7 days a week)	1-877-542-7464	
<b>State Discount Telephone</b> (Mon - Fri. 8:30 am - 5:30 pm/Sat. 9 am - 1 pm CST)	1-800-797-3547	1-800-797-3547
<b>TeleConex</b> (Mon - Fri. 8 am - 5 pm CST)	1-888-492-5566	
<b>Z-Tel Communications, Inc.</b> (6 am - 11 pm CST. 7 days a week)	1-800-246-5450	

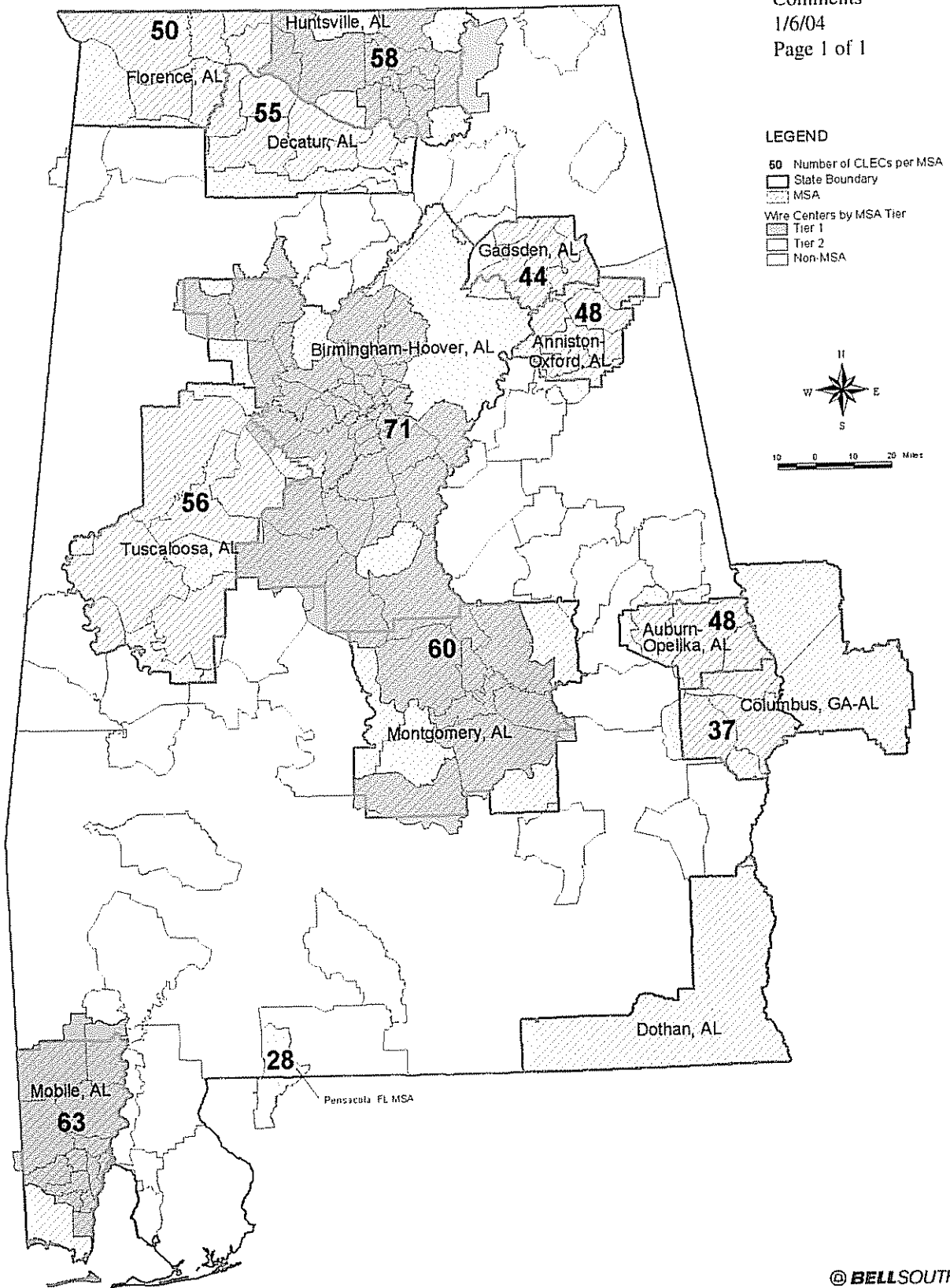
### Pay Telephone Services

For Telephone Numbers of Pay Telephone Providers look in the Yellow Pages under the heading Pay Telephones

# State of Alabama

## BellSouth Wire Centers & MSAs

**Exhibit 2**  
APSC 28590  
Comments –  
1/6/04  
Page 1 of 1





### Wireline Alternatives for Residential Customers in Alabama

Company	Service Name	Local Service	Features	Unlimited Long Distance	Privacy Director	High Speed Internet	Dial-up Internet	Wireless	Price/mo.
MCI	Neighborhood Advantage 200	v	CW, CID, CWID, 3-Way, Others A-L-A	No (200 min. incl.)	No	No	No	No	\$37.99
	Neighborhood Complete	v	CW, CID, CWID, Speed Dial 8, 3-Way, Voicemail, Others A-L-A	v	No	No	No	No	\$49.99
	Neighborhood HiSpeed	v	CW, CID, CWID, Speed Dial 8, 3-Way, Voicemail, Others A-L-A	v	No	v		No	\$84.99
DeltaCom	Grapevine - State of Grape	v	CW, CWID, CID, 3-Way, Others A-L-A	Unlimited by state selected @ \$4.99 per state or \$9.99 for any 3 States.	No	No	No	No	\$34.99 plus LD
	Grapevine - Grape Nation	v	Voice Mail, CW, CWID, CID, 3-Way, Others A-L-A	v	No	No	No	No	\$54.99
Knology	Limitless Plan	v	All	v	No	Available (5% Discount on telephone)	No	No	\$49.95
AT&T	Call Plan Unlimited – 3 Features Enhanced	v	Choice of 3, Others A-L-A	No	No	No	No	No	\$29.95
	AT&T One Rate USA	v	CID-D, ACR, CW, CWID, Speed Dial 8/30, CFP, CFV, CR, CS, CT, DRS, RD, 3-Way, Others A-L-A	v	No	No	No	No	\$54.95
VarTec	Friends-R-Free	v	CW, CID, CWID	No	No	No	No	No	\$29.95
	One Choice Elite	v	CW, CID, CWID, Call Block, Speed Calling 8, CF	v	No	No	No	No	\$49.95

**Wireline Alternatives for Residential Customers in Alabama**

Company	Service Name	Local Service	Features	Unlimited Long Distance	Privacy Director	High Speed Internet	Dial-up Internet	Wireless	Price /mo.
Sprint	Complete Sense 250	v	CW, CID, 3-Way, Speed Dial 8	No (250 min. included)	No	No	No	A-L-A	\$44.99
	Complete Sense Unlimited	v	CW, CID, 3-Way, Speed Calling, Voice Mail, CF, Notify Me	v	No	No	No	A-L-A	\$49.99
Z-Tel	Z-LineHome Select	v	CW, CID, 3-Way, Speed Calling, PVA	No (50 min. included)	No	No	No	No	\$29.99
	Z-LineHome Unlimited	v	CW, CID, 3-Way, Speed Calling, Voice Mail, CF, Notify Me, PVA	v	No	No	No	No	\$49.99
Harbor	Residential Standard	v	No	No (100 min. included)	No	No	No	No	\$27.95
	Residential Premium	v	Choice of 8	No (100 min. included)	No	No	No	No	\$32.95
Lightyear	Starter Plan	v	CWD, CID-D, 3-Way, CR, Repeat Dialing, CFV	No	No	No	No	No	\$29.99
	Opportunity Plan	v	VM, CWD, CID-D, 3-Way, CR, RD	v	No	No	No	No	\$49.99
Birch	Home Connection	v	CW, CWID, CID, Call Rejection. Plus 2 A-L-A features	No	No	No	No	No	\$28.00
	Home Connection Plus	v	CW, CWID, CID, Call Rejection. Plus 1 A-L-A feature	No (30 min. included)	No	No	No	No	\$29.50
	Home Connection Premium	v	CW, CWID, CID, Call Rejection. Plus 1 A-L-A feature	No (90 min. included)	No	No	No	No	\$33.00



### **Wireline Alternatives for Residential Customers in Alabama**

**Notes:**

1. Features – CW – Call Waiting, CID – Caller ID, CWID – Call Waiting w/ Caller ID, 3-Way – 3-Way calling, CF – Call Forwarding, CFV – Call Forwarding Variable, CR – Call Return, VMCSPP – Voice Mail Companion Services Package, CWD – Call Waiting Deluxe, CFBL – Call Forwarding Busy Line, CFDA – Call Forwarding Don't Answer, CID-D – Caller ID Deluxe, MWI – Message Waiting Indicator, PVA – Personal Voice Assistant, ACR – Anonymous Call Rejection, CFP – Call Forwarding Preferred, CS – Call Screening, CT – Call Trace, DRS – Distinctive Ring Service, RD – Repeat Dialing.
2. A-L-A – Available on a-la-carte basis at additional charge(s).
3. High Speed & Dial-Up Internet – Although most service packages are shown as “No”, internet access could be available from ISPs, as well as CATV providers. With the exception of BellSouth, most of these firms do not have ISP operations.
4. Unless specifically shown with the service, voice mail services are available on an a-la-carte basis (additional charge).
5. Prices shown do not include taxes or additional fees authorized by regulatory authorities.
6. BellSouth also offers a Lifeline service and some measured local service packages.
7. Information was compiled from internet websites. Prices, as well as availability of service offerings, are subject to change from time to time.

Cellular Alternatives Available to Residential Business Customers in Alabama

Company	Service Name	Anytime Minutes	Additional Minute Rate	Night & Weekend Minutes	Nationwide Long Distance	Direct/Group Connect Minutes	Additional Connect Minutes	Features	Web Access	Price
Nextel	Instant Connect 500 UDC	500	\$0.40 / min	Unlimited	\$0.20 / min	Direct-Unlimited Group-None	Direct-Unlimited Group-\$0.15/min	International dialing avail, Unlimited numeric messaging, 3-Way, CH, CW	A-L-A	\$39.99
	Instant Nationwide Connect Plan	500	\$0.40/min	Unlimited	\$0.30/min	Direct-Unlimited Group-None	Direct-Unlimited Group-\$0.15/min	International dialing avail, Unlimited numeric messaging, 3-Way, CH, CW	A-L-A	\$49.99
	Instant Nationwide Connect 1000	1000	\$0.40/min	Unlimited	\$0.20/min	Direct-Unlimited Group-None	Direct-Unlimited Group-\$0.15/min	International dialing avail, Unlimited numeric messaging, 3-Way, CH, CW	A-L-A	\$59.99
	Get Connected 300	300	\$0.40/min	250	\$0.20/min	Direct-100 Group-Included in private call bucket	Direct-\$0.15/min Group-\$0.15/min	International dialing avail. Unlimited numeric messaging, 3-Way, CH, CW	A-L-A	\$30.00
	Get Connected 500	500	\$0.40/min	250	\$0.20/min	Direct-100 Group-Included in private call bucket	Direct-\$0.15/min Group-\$0.15/min	International dialing, Unlimited Numeric Messaging, 3-Way, CH, CW	A-L-A	\$40.00
	Get Connected More Add-on	0	\$0.40/min	NA	Included	Direct-100 Group-Included in private call bucket	Direct-\$0.15/min Group-\$0.15/min	International dialing avail, Unlimited Numeric Messaging, 3-Way, CH, CW	A-L-A	\$20.00
	Get Connected More 300	300	\$0.40/min	Unlimited	\$0.20/min	Direct-250 Group-Included in private call bucket	Direct-\$0.15/min Group-\$0.15/min	International dialing avail, Shared minutes, Unlimited Numeric Messaging, 3-Way, CH, CW	A-L-A	\$35.99
	Get Connected More 500	500	\$0.40/min	Unlimited	\$0.20/min	Direct-250 Group-Included in private call bucket	Direct-\$0.15/min Group-\$0.15/min	International dialing avail, Shared minutes, VM, CID, Unlimited Numeric Messaging, 3-Way, CH, CW	A-L-A	\$45.99
	Nextel National Shared 200	200	\$0.35/min	NA	Included	Direct-Unlimited Group-None	Direct-Unlimited Group-\$0.15/min	International dialing avail, Shared minutes included, VM, CID, Unlimited Numeric Messaging, 3-Way, CH, CW	A-L-A	\$49.99

Cellular Alternatives Available to Residential Business Customers in Alabama

Company	Service Name	Anytime Minutes	Additional Minute Rate	Night & Weekend Minutes	Nationwide Long Distance	Direct/Group Connect Minutes	Additional Connect Minutes	Features	Web Access	Price
	Nextel National Shared 500	500	\$0.35/min	NA	Included	Direct-Unlimited Group-None	Direct-Unlimited Group-\$0.15/min	International dialing avail. Shared minutes included, VM, CID, Unlimited Numeric Messaging, 3-Way, CH, CW	A-L-A	\$59.99
	Nextel National Shared 700	700	\$0.35/min	NA	Included	Direct-Unlimited Group-None	Direct-Unlimited Group-\$0.15/min	International dialing avail. Shared minutes included, VM, CID, Unlimited Numeric Messaging, 3-Way, CH, CW	A-L-A	\$79.99
	Nextel National Shared 1000	1000	\$0.35/min	NA	Included	Direct-Unlimited Group-None	Direct-Unlimited Group-\$0.15/min	International dialing avail. Shared minutes included, VM, CID, Unlimited Numeric Messaging, 3-Way, CH, CW	A-L-A	\$99.99
	National Unlimited NDC Plus	Unlimited	\$0.00/min	Unlimited	Included	Direct-Unlimited Group-None	Direct-Unlimited Group-\$0.15/min	International dialing avail, Voicemail, Caller ID, Unlimited Numeric Messaging, 3-Way, CH, CW	A-L-A	\$199.99
	Nextel Free Incoming 400	400	\$0.40/min	NA	Included	Direct-Unlimited Group-None	Direct-Unlimited Group-\$0.15/min	International dialing avail, Unlimited numeric messaging, VM, CID, 2-way messaging, 3-Way, CH, CW	A-L-A	\$59.99
	Nextel Free Incoming 600	600	\$0.40/min	NA	Included	Direct-Unlimited Group-None	Direct-Unlimited Group-\$0.15/min	International dialing avail, Unlimited numeric messaging, VM, Caller ID, 2-way messaging express, 3-way Calling, CH, CW	A-L-A	\$69.99
	Nextel Free Incoming 800	800	\$0.40/min	NA	Included	Direct-Unlimited Group-None	Direct-Unlimited Group-\$0.15/min	International dialing avail, Unlimited numeric messaging, VM, CID, 2-way messaging, 3-Way, CH, CW	A-L-A	\$89.99

Cellular Alternatives Available to Residential Business Customers in Alabama

Company	Service Name	Anytime Minutes	Additional Minute Rate	Night & Weekend Minutes	Nationwide Long Distance	Direct/Group Connect Minutes	Additional Connect Minutes	Features	Web Access	Price
	Nextel Free Incoming 1100	1100	\$0.40/min	NA	Included	Direct-Unlimited Group-None	Direct-Unlimited Group-\$0.15/min	International dialing avail, Unlimited numeric messaging, VM, CID, 2-way messaging, 3-Way, CH, CW	A-L-A	\$119.99
AllTel	Local Freedom I	300	\$0.45/min	500	\$0.15/min	N/A	N/A	CID, 3-Way, No answer transfer, CF, CW, Family rate plan, Detailed billing	N/A	\$29.95
	Local Freedom II	700	\$0.40/min	Unlimited	\$0.15/min	N/A	N/A	CID, 3-Way, No answer transfer, CF, CW, Family rate plan, Detailed billing	N/A	\$39.95
	Local Freedom III	1000	\$0.40/min	Unlimited	\$0.15/min	N/A	N/A	CID, 3-Way, No answer transfer, CF, CW, Family rate plan, Detailed billing	N/A	\$49.95
	Local Freedom IV	1300	\$0.35/min	Unlimited	\$0.15/min	N/A	N/A	CID, 3-Way, No answer transfer, CF, CW, Family rate plan, Detailed billing	N/A	\$69.95
	Local Freedom V	1800	\$0.25/min	Unlimited	\$0.15/min	N/A	N/A	CID, 3-Way, No answer transfer, CF, CW, Family rate plan, Detailed billing	N/A	\$99.95
	Local Freedom VI	2600	\$0.25/min	Unlimited	\$0.15/min	N/A	N/A	CID, 3-Way, No answer transfer, CF, CW, Family rate plan, Detailed billing	N/A	\$149.95
	Local Freedom VII	3600	\$0.25/min	Unlimited	\$0.15/min	N/A	N/A	CID, 3-Way, No answer transfer, CF, CW, Family rate plan, Detailed billing	N/A	\$199.95
	National Freedom I	300	\$0.45/min	Unlimited	Avg roaming charge off-net \$1/min	N/A	N/A	CID, 3-Way, No answer transfer, CF, CW, Family rate plan, Detailed billing	N/A	\$35.00

Cellular Alternatives Available to Residential Business Customers in Alabama

Company	Service Name	Anytime Minutes	Additional Minute Rate	Night & Weekend Minutes	Nationwide Long Distance	Direct/Group Connect Minutes	Additional Connect Minutes	Features	Web Access	Price
	National Freedom II	400	\$0.40/min	Unlimited	Avg roaming charge off-net \$1/min	N/A	N/A	CID, 3-Way, No answer transfer, CF, CW, Family rate plan, Detailed billing	N/A	\$45.00
	National Freedom III	550	\$0.40/min	Unlimited	Avg roaming charge off-net \$1/min	N/A	N/A	CID, 3-Way, No answer transfer, CF, CW, Family rate plan, Detailed billing	N/A	\$55.00
	National Freedom IV	900	\$0.35/min	Unlimited	Avg roaming charge off-net \$1/min	N/A	N/A	CID, 3-Way, No answer transfer, CF, CW, Family rate plan, Detailed billing	N/A	\$75.00
	National Freedom V	1200	\$0.25/min	Unlimited	Avg roaming charge off-net \$1/min	N/A	N/A	CID, 3-Way, No answer transfer, CF, CW, Family rate plan, Detailed billing	N/A	\$100.00
	National Freedom VI	1200	\$0.25/min	Unlimited	Avg roaming charge off-net \$1/min	N/A	N/A	CID, 3-Way, No answer transfer, CF, CW, Family rate plan, Detailed billing	N/A	\$100.00
	Total Freedom I	200	\$0.40	Home-Unlimited Night & Weekend Home minutes only avail in customer's local calling area, not nationwide	N/A	N/A	N/A	CID, 3-Way, No answer transfer, CF, CW, Family rate plan, Detailed billing, Basic Digital Advisor, Preview VM	N/A	\$39.95
	Total Freedom II	350	\$0.35/min	Home-Unlimited Night & Weekend Home minutes only avail in customer's local calling area, not nationwide	N/A	N/A	N/A	CID, 3-Way, No answer transfer, CF, CW, Family rate plan, Detailed billing, Basic Digital Advisor, Preview VM	N/A	\$49.95

Cellular Alternatives Available to Residential Business Customers in Alabama

Company	Service Name	Anytime Minutes	Additional Minute Rate	Night & Weekend Minutes	Nationwide Long Distance	Direct/Group Connect Minutes	Additional Connect Minutes	Features	Web Access	Price
	Total Freedom III	600	\$0.35/min	Home-Unlimited Night & Weekend Home minutes only avail in customer's local calling area, not nationwide	N/A	N/A	N/A	CID, 3-Way, No answer transfer, CF, CW, Family rate plan, Detailed billing, Basic Digital Advisor, Preview VM	N/A	\$69.95
	Total Freedom IV	900	\$0.25/min	Home-Unlimited Night & Weekend Home minutes only avail in customer's local calling area, not nationwide	N/A	N/A	N/A	CID, 3-Way, No answer transfer, CF, CW, Family rate plan, Detailed billing, Basic Digital Advisor, Preview VM	N/A	\$99.95
	Total Freedom V	1500	\$0.25/min	Home-Unlimited Night & Weekend Home minutes only avail in customer's local calling area, not nationwide	N/A	N/A	N/A	CID, 3-Way, No answer transfer, CF, CW, Family rate plan, Detailed billing, Basic Digital Advisor, Preview VM	N/A	\$149.95
	Total Freedom VI	2000	\$0.25/min	Home-Unlimited Night & Weekend Home minutes only avail in customer's local calling area, not nationwide	N/A	N/A	N/A	CID, 3-Way, No answer transfer, CF, CW, Family rate plan, Detailed billing, Basic Digital Advisor, Preview VM	N/A	\$199.95
	Total Freedom VII	3000	\$0.20/min	Home-Unlimited Night & Weekend Home minutes only avail in customer's local calling area, not nationwide	N/A	N/A	N/A	CID, 3-Way, No answer transfer, CF, CW, Family rate plan, Detailed billing, Basic Digital Advisor, Preview VM	N/A	\$299.95

Cellular Alternatives Available to Residential Business Customers in Alabama

Company	Service Name	Anytime Minutes	Additional Minute Rate	Night & Weekend Minutes	Nationwide Long Distance	Direct/Group Connect Minutes	Additional Connect Minutes	Features	Web Access	Price
AT&T Wireless	mLife Local Plan	45	\$0.45/min	N/A	N/A	N/A	N/A	VM, CID, CW, 3-Way, CF, #121 VoiceInfo, AT&T Wireless Connect 411, International dialing, text messaging	N/A	\$19.99
	mLife Local Plan	350	\$0.45/min	Unlimited	Included	N/A	N/A	Same as above	N/A	\$29.99
	mLife Local Plan	600	\$0.40/min	Unlimited	Included	N/A	N/A	Same as above	N/A	\$39.99
	mLife Local Plan	800	\$0.40/min	Unlimited	Included	N/A	N/A	Same as above	N/A	\$49.99
	mLife Local Plan	1050	\$0.35/min	Unlimited	Included	N/A	N/A	Same as above	N/A	\$59.99
	mLife Local Plan	1300	\$0.35/min	Unlimited	Included	N/A	N/A	Same as above	N/A	\$74.99
	mLife Local Plan	1800	\$0.30/min	Unlimited	Included	N/A	N/A	Same as above	N/A	\$99.99
	mLife Local Plan	2600	\$0.30/min	Unlimited	Included	N/A	N/A	Same as above	N/A	\$149.99
	mLife Local Plan	4200	\$0.25/min	Unlimited	Included	N/A	N/A	Same as above	N/A	\$199.99
	mLife Local Plan	6300	\$0.25/min	Unlimited	Included	N/A	N/A	Same as above	N/A	\$299.99
	mLife National Plan	30	\$0.45/min	N/A	Included	N/A	N/A	Same as above	N/A	\$19.99
	mLife National Plan	300	\$0.45/min	Unlimited	Included	N/A	N/A	Same as above	N/A	\$29.99
	mLife National Plan	550	\$0.40/min	Unlimited	Included	N/A	N/A	Same as above	N/A	\$39.99
	mLife National Plan	700	\$0.40/min	Unlimited	Included	N/A	N/A	Same as above	N/A	\$49.99
	mLife National Plan	950	\$0.35/min	Unlimited	Included	N/A	N/A	Same as above	N/A	\$59.99
	mLife National Plan	1200	\$0.35/min	Unlimited	Included	N/A	N/A	Same as above	N/A	\$74.99
	mLife National Plan	1600	\$0.30/min	Unlimited	Included	N/A	N/A	Same as above	N/A	\$99.99
	mLife National Plan	2400	\$0.30/min	Unlimited	Included	N/A	N/A	Same as above	N/A	\$149.99
	mLife National Plan	4000	\$0.25/min	Unlimited	Included	N/A	N/A	Same as above	N/A	\$199.99
	mLife National Plan	6000	\$0.25/min	Unlimited	Included	N/A	N/A	Same as above	N/A	\$299.99
	mLife Digital One Rate Plan	450	\$0.35/min	N/A	Included	N/A	N/A	VM, CID, CW, 3-Way, CF, #121 VoiceInfo, Roaming charges included	N/A	\$59.99
	mLife Digital One Rate Plan	650	\$0.35/min	N/A	Included	N/A	N/A	Same as above	N/A	\$79.99
	mLife Digital One Rate Plan	900	\$0.25/min	N/A	Included	N/A	N/A	Same as above	N/A	\$99.99

Cellular Alternatives Available to Residential Business Customers in Alabama

Company	Service Name	Anytime Minutes	Additional Minute Rate	Night & Weekend Minutes	Nationwide Long Distance	Direct/Group Connect Minutes	Additional Connect Minutes	Features	Web Access	Price
	mLife Digital One Rate Plan	1100	\$0.25/min	N/A	Included	N/A	N/A	Same as above	N/A	\$119.99
	mLife Digital One Rate Plan	1500	\$0.25/min	N/A	Included	N/A	N/A	Same as above	N/A	\$149.99
	mLife Digital One Rate Plan	2000	\$0.25/min	N/A	Included	N/A	N/A	Same as above	N/A	\$199.99
	mLife Digital One Rate Plan	3000	\$0.25/min	N/A	Included	N/A	N/A	Same as above	N/A	\$299.99
Cingular	Cingular Home 50	50	\$0.49/min	N/A	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$19.99
	Cingular Home 300	300	\$0.45/min	5000	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$29.99
	Cingular Home 600 +50% more mins w/Rollover	600 anytime	\$0.45/min	N/A	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$39.99
	Cingular Home 400 w/Rollover	400	\$0.45/min	5000	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$39.99
	Cingular Home 1000 w/Rollover	1000 anytime	\$0.45/min	N/A	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$39.99
	Cingular 600 +50 more mins w/Rollover	900 anytime	\$0.39	N/A	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$49.99
	Cingular 600 w/Rollover	600	\$0.39	5000	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$49.99
	Cingular Home 1000 w/Rollover	1000	\$0.39	5000	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$69.99
	Cingular Home 1000 +50% more mins w/Rollover	1500	\$0.39	N/A	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$69.99
	Cingular Home 1400 w/Rollover	1400	\$0.39	5000	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$99.99
	Cingular 2000 w/Rollover	2000	0.35/min	5000	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$149.99
	Cingular Home 3000 w/Rollover	3000	\$0.29/min	5000	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$199.99
	Cingular Home 3750 w/Rollover	3750	\$0.19/min	5000	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$249.99
	Home Family Talk 400 w/Rollover	400	\$0.45/min	5000	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$39.99
	600 w/Rollover	600	\$0.39/min	5000	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$49.99
	1000 w/Rollover	1000	\$0.39/min	5000	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$69.99
	1400 w/Rollover	1400	\$0.39/min	5000	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$99.99
	2000 w/Rollover	2000	\$0.35/min	5000	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$149.99
	3000 w/Rollover	3000	\$0.29/min	5000	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$199.99
	3750 w/Rollover	3750	\$0.19/min	5000	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$249.99
	w/Rollover Preferred Nation 250	250	\$0.45/min	5000	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$29.99



Cellular Alternatives Available to Residential Business Customers in Alabama

Company	Service Name	Anytime Minutes	Additional Minute Rate	Night & Weekend Minutes	Nationwide Long Distance	Direct/Group Connect Minutes	Additional Connect Minutes	Features	Web Access	Price
	Preferred Nation 350 w/Rollover	350	\$0.45/min	5000	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$39.99
	Preferred Nation 500 w/Rollover	500	\$0.39/min	5000	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$49.99
	Preferred Nation 1200 w/Rollover	1200	\$0.39/min	5000	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$99.99
	Preferred Nation 2000 w/Rollover	2000	\$0.35/min	5000	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$149.99
	Preferred Nation Family Talk Plans	350	\$0.45/min	5000	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$39.99
		500	\$0.39/min	5000	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$49.99
		900	\$0.39/min	5000	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$69.99
		1200	\$0.39/min	5000	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$99.99
		2000	\$0.35/min	5000	Included	N/A	N/A	w/rollover	N/A	\$149.99
		3000	\$0.29/min	5000	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$199.99
	Nation Plans	200	\$0.45/min	N/A	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$35.00
		400	\$0.39/min	1000	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$45.00
		500	\$0.39/min	5000	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$55.00
		800	\$0.39/min	5000	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$75.00
		1200	\$0.39/min	5000	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$100.00
		1500	\$0.39/min	5000	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$125.00
		2000	\$0.35/min	5000	Included	N/A	N/A	CF, CW, CID, LD, 3-Way	N/A	\$150.00
	Sprint PCS PCS Free & Clear Plans	300	\$0.40/min	Unlimited	Included Domestic off-network roaming calls are \$0.50 per minute with an extra \$0.25 per minute long-distance charge where applicable.	N/A	N/A	VM, CID, CW, Numeric paging, 3-Way, CF (\$0.10/min).	N/A	\$35.00
		500	\$0.40/min	Unlimited	Included	N/A	N/A	Same as above	N/A	\$45.00
		700	\$0.40/min	Unlimited	Included	N/A	N/A	Same as above	N/A	\$50.00
		1100	\$0.40/min	Unlimited	Included	N/A	N/A	Same as above	N/A	\$65.00
		1400	\$0.40/min	Unlimited	Included	N/A	N/A	Same as above	N/A	\$80.00
		2000	\$0.40/min	Unlimited	Included	N/A	N/A	Same as above w/Vision Phone	N/A	\$100.00
		2500	\$0.40/min	Unlimited	Included	N/A	N/A	Same as above w/Vision Phone	N/A	\$115.00

Cellular Alternatives Available to Residential Business Customers in Alabama

Company	Service Name	Anytime Minutes	Additional Minute Rate	Night & Weekend Minutes	Nationwide Long Distance	Direct/Group Connect Minutes	Additional Connect Minutes	Features	Web Access	Price
	PCS Free & Clear Plans w/Vision	300	\$0.40/min	Unlimited	Included Domestic off-network roaming calls are \$0.50 per minute with an extra \$0.25 per minute long-distance charge where applicable.	N/A	N/A	VM, CID, CW, Numeric paging, 3-Way, CF (\$0.10/min)	N/A	\$50.00
	PCS Free & Clear 500 w/Vision	500	\$0.40/min	Unlimited	Included	N/A	N/A	Same as above	N/A	\$60.00
	PCS Free & Clear 700 w/Vision	700	\$0.40/min	Unlimited	Included	N/A	N/A	Same as above	N/A	\$65.00
	PCS Free & Clear 1100 w/Vision	1100	\$0.40/min	Unlimited	Included	N/A	N/A	Same as above	N/A	\$80.00
	PCS Free & Clear 1400 w/Vision	1400	\$0.40/min	Unlimited	Included	N/A	N/A	Same as above	N/A	\$95.00
T-Mobile	Get More 3000	3000	\$0.35/min	N/A	In Region-Included	N/A	N/A	Enhanced VM, Paging, CID, CC, CW, CH, CC, DA, Emergency Calls, Detailed Billing	N/A	\$49.99
	Basic	60	\$0.45/min	Weeknight-NA Weekend-500	Included	N/A	N/A	Paging, CID, CC, CW, CH, CC, DA, Emergency Calls, Detailed Billing	N/A	\$19.99
	Basic Plus	300	\$0.40/min	Weeknight-NA Weekend-Unlimited	Included	N/A	N/A	Paging, CID, CC, CW, CH, CC, DA, Emergency Calls, Detailed Billing	N/A	\$29.99
	Get More	600	\$0.40/min	Unlimited	Included	N/A	N/A	Enhanced VM, Paging, CID, CC, CW, CH, CC, DA, Emergency Calls, Detailed Billing	N/A	\$39.99
	Get More 1000	1000	\$0.40/min	N/A	Included	N/A	N/A	Enhanced VM, Paging, CID, CC, CW, CH, CC, DA, Emergency Calls, Detailed Billing	N/A	\$39.99

Cellular Alternatives Available to Residential Business Customers in Alabama

Company	Service Name	Anytime Minutes	Additional Minute Rate	Night & Weekend Minutes	Nationwide Long Distance	Direct/Group Connect Minutes	Additional Connect Minutes	Features	Web Access	Price
	Family Time Basic	400	\$0.40/min	Weeknights-N/A Weekends-Unlimited	Included	N/A	N/A	Enhanced VM, Paging, CID, CC, CW, CH, CC, DA, Emergency Calls, Detailed Billing, AOL Instant Messenger	N/A	\$49.99
	Get More Plus	1000	\$0.40/min	Unlimited	Included	N/A	N/A	Enhanced VM, Paging, CID, CC, CW, CH, CC, DA, Emergency Calls, Detailed Billing	N/A	\$59.99
	Family Time	800	\$0.35/min	Unlimited	Included	N/A	N/A	Enhanced VM, Paging, CID, CC, CW, CH, CC, DA, Emergency Calls, Detailed Billing, AOL Instant Messenger	N/A	\$69.99
	Get More Ultra	1500	\$0.40/min	Unlimited	Included	N/A	N/A	Enhanced VM, Paging, CID, CC, CW, CH, CC, DA, Emergency Calls, Detailed Billing	N/A	\$79.99
	Family Time Plus	1200	\$0.35/min	Unlimited	Included	N/A	N/A	Enhanced VM, Paging, CID, CC, CW, CH, CC, DA, Emergency Calls, Detailed Billing, AOL Instant Messenger	N/A	\$99.99
	Get More Max	2500	\$0.30/min	Unlimited	Included	N/A	N/A	Enhanced VM, Paging, CID, CC, CW, CH, CC, DA, Emergency Calls, Detailed Billing	N/A	\$99.99
	Get More Supra	5000	\$0.30/min	Unlimited	Included	N/A	N/A	Enhanced VM, Paging, CID, CC, CW, CH, CC, DA, Emergency Calls, Detailed Billing	N/A	\$129.99
Verizon	Local Digital Choice	200	\$0.45/min	1000	\$0.20/min	N/A	N/A	3-way, CF, CW, CID, VM	N/A	\$29.99

Cellular Alternatives Available to Residential Business Customers in Alabama

Company	Service Name	Anytime Minutes	Additional Minute Rate	Night & Weekend Minutes	Nationwide Long Distance	Direct/Group Connect Minutes	Additional Connect Minutes	Features	Web Access	Price
America's Choice		500	\$0.45/min	Unlimited	\$0.20/min	N/A	N/A	1000 Anytime Mobile-to-Mobile, 3-way, CF, CW, CID, VM	N/A	\$39.99
		700	\$0.40/min	Unlimited	Included from home airtime rate area	N/A	N/A	1000 Anytime Mobile-to-Mobile, 3-way, CF, CW, CID, VM	N/A	\$49.99
		800	\$0.40/min	Unlimited	Included from home airtime rate area	N/A	N/A	1000 Anytime Mobile-to-Mobile, 200 additional airtime allowance, 3-way, CF, CW, CID, VM	N/A	\$59.99
		1100	\$0.35/min	Unlimited	Included from home airtime rate area	N/A	N/A	1000 Anytime Mobile-to-Mobile, 400 additional airtime allowance	N/A	\$79.99
		1400	\$0.25/min	Unlimited	Included from home airtime rate area	N/A	N/A	1000 Anytime Mobile-to-Mobile, 400 additional airtime allowance	N/A	\$99.99
		400	\$0.45/min	Unlimited	Included from home airtime rate area	N/A	N/A	1000 Anytime Mobile-to-Mobile, 3-way, CF, CW, CID, VM	N/A	\$39.99
		500	\$0.40/min	Unlimited	Included from home airtime rate area	N/A	N/A	1000 Anytime Mobile-to-Mobile, 3-way, CF, CW, CID, VM	N/A	\$49.99
		700	\$0.40/min	Unlimited	Included from home airtime rate area	N/A	N/A	1000 Anytime Mobile-to-Mobile, + 100 bonus minutes	N/A	\$59.99
		1000	\$0.35/min	Unlimited	Included from home airtime rate area	N/A	N/A	1000 Anytime Mobile-to-Mobile, + 100 bonus minutes	N/A	\$79.99
		1300	\$0.25/min	Unlimited	Included from home airtime rate area	N/A	N/A	1000 Anytime Mobile-to-Mobile, + 200 bonus minutes	N/A	\$99.99
America's Choice Push to Talk		2200	\$0.25/min	Unlimited	Included from home airtime rate area	N/A	N/A	1000 Anytime Mobile-to-Mobile, + 200 bonus minutes	N/A	\$149.99
		3200	\$0.20/min	Unlimited	Included from home airtime rate area	N/A	N/A	1000 Anytime Mobile-to-Mobile, + 200 bonus minutes	N/A	\$199.99
		400	\$0.45/min	Unlimited	Included from home airtime rate area	Free unlimited group calling	N/A	1000 Anytime Mobile-to-Mobile	N/A	\$59.99
		500	\$0.40/min	Unlimited	Included from home airtime rate area	Free unlimited group calling	N/A	1000 Anytime Mobile-to-Mobile	N/A	\$69.99

Cellular Alternatives Available to Residential Business Customers in Alabama

Company	Service Name	Anytime Minutes	Additional Minute Rate	Night & Weekend Minutes	Nationwide Long Distance	Direct/Group Connect Minutes	Additional Connect Minutes	Features	Web Access	Price
		700	\$0.40/min	Unlimited	Included from home airtime rate area	Free unlimited group calling	N/A	1000 Anytime Mobile-to-Mobile	N/A	\$79.99
		1000	\$0.35/min	Unlimited	Included from home airtime rate area	Free unlimited group calling	N/A	1000 Anytime Mobile-to-Mobile	N/A	\$99.99
		1300	\$0.25/min	Unlimited	Included from home airtime rate area	Free unlimited group calling	N/A	1000 Anytime Mobile-to-Mobile, +200 bonus minutes	N/A	\$119.99
		2200	\$0.25/min	Unlimited	Included from home airtime rate area	Free unlimited group calling	N/A	1000 Anytime Mobile-to-Mobile, +200 bonus minutes	N/A	\$169.99
		3200	\$0.20/min	Unlimited	Included from home airtime rate area	Free unlimited group calling	N/A	1000 Anytime Mobile-to-Mobile, +200 bonus minutes	N/A	\$219.99
	National Single Rate	150	\$0.40/min	Unlimited	Included	N/A	N/A	3-way, CF, CW, CID, VM	N/A	\$35.00
		400	\$0.35/min	Unlimited	Included	N/A	N/A	3-way, CF, CW, CID, VM	N/A	\$55.00
		600	\$0.35/min	Unlimited	Included	N/A	N/A	3-way, CF, CW, CID, VM	N/A	\$75.00
		900	\$0.25/min	Unlimited	Included	N/A	N/A	3-way, CF, CW, CID, VM	N/A	\$100.00
		1500	\$0.25/min	Unlimited	Included	N/A	N/A	3-way, CF, CW, CID, VM	N/A	\$150.00
		2000	\$0.20/min	Unlimited	Included	N/A	N/A	3-way, CF, CW, CID, VM	N/A	\$200.00
		3000	\$0.20/min	Unlimited	Included	N/A	N/A	3-way, CF, CW, CID, VM	N/A	\$300.00
Notes:										
1. Direct/Group Connect minutes relate to "walkie-talkie" capability of Nextel services.										
2. Features:										
VM=Voicemail										
EVM=Enhanced Voicemail										
CW=Call Waiting										
CF=Call Forwarding										
CH=Call Holding										
3-Way=3-Way Calling										
CID=Caller ID										
3. Some providers offer a number of enhanced services e.g. Enhanced Voice Services. Paging Services. Online Services. Blackberry E-mail Services... with additional charges for such services.										
4. Geographic coverage areas may differ by provider.										
5. Rate plans may not be available in all areas.										
6. Some offers are only available for a limited time.										
7. All offers are subject to change without notice.										
8. Most plans require a term contract of 2-years and may contain early termination fees.										
9. Prices shown do not include taxes or additional fees authorized by regulatory authorities.										
10. Depending on the specific plan, roaming fees (off-network fees may apply)										
11. Some plans include packages of mobile-to-mobile (on same network) minutes at no additional charge or the option to swap "anytime" minutes for mobile-to-mobile minutes.										
12. For Cingular "Home Plans" priced at \$39.99 or higher, unused "anytime" minutes "rollover" for up to 12 months.										
13. All information was compiled from Internet websites and is subject to change without notice.										
14. When available, the Birmingham, AL zip code of 35203 was used.										

**Exhibit 5**  
APSC 28590  
Comments- 1/6/04  
23 Pages

**BELLSOUTH 10/21/03 FCC EX PARTE**

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October 21, 2003

Ms. Marlene Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, TW-A325  
Washington, DC 20554

***Re: WC Dkt. 02-112, Sunset of the BOC Separate Affiliate and Related Requirements; CC Dkt. 00-175, 2000 Biennial Regulatory Review of Separate Affiliate Requirements of Section 64.1903.***

Dear Ms. Dortch,

On October 20, the undersigned, Steve Inman, and John Ruscilli of BellSouth met with Bill Devers, Jon Minkoff, Renee Crittendon, Bill Kehoe, and Ben Childers of the Wireline Competition Bureau. The purpose of the meeting was to respond to requests for information regarding bundling or packaging of multiple services and trends in wireless substitution for wireline service or usage. Presentation material used during the meeting is attached.

This notice is being filed pursuant to Sec. 1.1206(b)(2) of the Commission's rules. If you have any questions regarding this filing please do not hesitate to contact me.

Sincerely,



Mary L. Henze

cc: B. Devers  
R. Crittendon  
J. Minkoff  
B. Kehoe  
B. Childers

# BellSouth Ex Parte Presentation Retail Bundling

October 20, 2003

CC Docket No. 00-175

WC Docket No. 02-112

FNPRM – Long Distance Dominant/Non-Dominant Regulation



## *Bundling*

- *FCC Order in CC Docket Nos. 96-61 & 98-183 (FCC 01-98):  
Para. 14 – Encourages competition*

*“ ...Allowing all carriers to bundle products and services is generally procompetitive and beneficial to consumers. Bundling encourages competition by giving carriers flexibility both to differentiate themselves from their competitors and to target segments of the consumer market with product offerings designed to meet the needs of individual customers. ”*

### *Para. 15 – Definition*

*“We view bundling as the offering of two or more products or services at a single price, typically less than the sum of the separate prices.”*

## *Bundling*

- *FCC Order in CC Docket Nos. 96-61 & 98-183 (FCC 01-98):  
Para. 15 – Reduces Costs for Consumers*

*“Bundling can further reduce costs for consumers by eliminating the time and effort needed to find products and services in the market, negotiate appropriate purchase terms, and assemble the desired combinations”*

### *Para. 34 – Reduces Consumer Barriers for Subscribing to New Service*

*“We are particularly persuaded that bundling can promote the deployment of advanced telecommunications services ... Many advanced telecommunications services require specialized CPE that customers would otherwise need to buy separately because they represent new technologies. By providing the necessary equipment as part of a discounted package ... a carrier can eliminate some of the up-front investment cost that inhibits customers from subscribing to the service.”*

# Bundling

- *History of Bundling Services*
  - BellSouth's competitors in the local exchange market have been offering bundles of services for many years:
    - AT&T began bundling local exchange, long distance and cable TV with Internet access in late 2000; currently offer "One Rate USA" and "One Rate Advantage" Plans which include local, long distance and calling features (as of 2Q03, AT&T says it has sold 3.1 Million bundles in 15 states).
    - MCI's "Neighborhood", a bundle of local exchange with calling features and long distance services, began in early 2001; currently offering "Neighborhood Complete" with high speed Internet with any "Neighborhood" plan.
    - Sprint is offering "Complete Sense", a bundle of local, long distance and wireless. Sprint claims it "has been a pioneer in the area of bundling for years."
  - Many smaller carriers offer bundles of local, long distance and enhanced or information services. A few examples include:
    - Z-Tel is offering "Z-lineHOME"
    - Birch Telecom is offering "Home Connection"
    - Supra Telecom offers "Super Friends Unlimited Plan"

## *Bundling*

- ***Industry Direction:***
  - *Moving toward integration of all services with single bill and single point of contact:*
    - *Can be accomplished via bundling of one company's services*
    - *Can be accomplished via joint marketing of several companies' services*
      - *contractual arrangements between companies providing services to an aggregating supplier*
  - *Convergence of telecommunications services, wireless, Internet, data, and video is blurring boundaries between markets*

## *Bundling*

### ***BellSouth “Answers<sub>(sm)</sub> for You”***

- *In response to customer demand and competitors’ bundle offerings, BellSouth offer competitive packages, some through joint marketing*
- *In part due to regulatory constraints, BellSouth offers few true bundles*
- *BellSouth has developed a number of packages and discounts to compete with bundles*
- *Answers<sub>(sm)</sub> packages offered by BellSouth allow customers to choose several combinations of these services:*
  - *Local exchange service with vertical features*
  - *Long distance services including unlimited plans*
  - *Wireless services with a \$2, \$5 or \$10 discount*
  - *Dial-up or FastAccess® Internet services with a \$2, \$5 or \$10 discount*

**BellSouth  
ExParte Presentation  
Studies Regarding Wireless for Wireline  
Substitution**

**October 20, 2003**

**CC Docket No. 00-175**

**WC Docket No. 02-112**

**FNPRM – Long Distance Dominant/Non-Dominant Regulation**

# Studies Regarding Wireless for Wireline Substitution

## Outline

- Current Market Conditions
  - 13.7M Access Lines predicted to be displaced by 2006
  - 1 of 3 wireless calls from households are for long distance
  - By 2006
    - 40% of all wireline calls migrating to wireless networks
    - 32.4% of overall voice revenues will be wireless
  - Cultural Acceptance of wireless displacement of wireline
  - Wireline-wireless number portability
- Carrier's Perception of Displacement
  - Wireless displacement affecting Log Distance Revenue
    - Sprint
    - ATT
  - ATT Wireless sees itself as a leader in helping companies sever the "wires that bind"
- Wireless Carrier's Perception of Themselves as Local Competitors
  - Argue that they bring competition to the local exchange market in regulatory proceedings
    - Petitions for Reconsideration in the Triennial Review
    - Filings for ETC status

# Studies Regarding Wireless for Wireline Substitution

## Outline

- Is the Wireless Market Financially Viable?
- How are Wireless Carriers Using Bundles to Compete?
  - Bundles offered by Sprint
    - Unlimited local, long distance, and PCS
    - Has the ability to provide integrated services to more than 85% of US households
    - Pioneer in bundling long distance and other services
      - 50% of Local customers
      - 20% of wireless customers have residential long distance from Sprint
- Cable Telephony
  - ATT Comcast footprint passes 38M homes and has 22M subscribers
  - By 2007 cable is estimated to represent 5.3% of consumer telephony subscribers
- How Should Wireline Carriers Respond
  - Creative Service Bundling and Packages
  - Emphasis to be placed on
    - Long Distance
    - Vertical Features



# Studies Regarding Wireless for Wireline Substitution

## Detailed Notes and Documentation

# Studies Regarding Wireless for Wireline Substitution

## Current Market Conditions

- IDC states that at yearend 2001 (Note 1)
  - 10 Million wireline access lines have been displaced by consumers choosing wireless
  - 13.7 million additional wireless access lines will be displaced by wireless from 2002 – 2006.
- Overall the percentage of households that indicated their purchase of a wireless phone was in lieu of installing an additional line was 12.3% (Note 2)
- Wireless long distance calling has become the norm for wireless households with one out of three wireless calls made among households are long distance (Note 2)
- One out of three traditional home or office phone calls were instead made on cell phones (Note 4)
- Wireless revenues grew \$76B or about 30% of the entire telecommunication sector revenues. (Note 4)
- 148.7M subscribers or nearly half of the US population. (Note 4)
- Wireless displacement of wireline access lines is forecast to accelerate as a function both of: (Note 5)
  - increasing cultural acceptance of wireless access lines and
  - Wireline-wireless portability beginning in late November
- The Yankee Group predicts the wireline displacement market could be worth as much as \$50 billion by 2006 with more than 40 percent of all wireline calls migrating to wireless services. (Note 6)
- Excerpts from Stephen Pociask Testimony before NCPUC: (Note 9)
  - For the year 2000, 12 wireless subscribers added for every access line added by incumbent LEC.
  - In 2001, 19M more wireless subscribers were added, compared to a decline of 9M LEC access lines in service.
  - Peter D. Hart Research Associates reported 38% of wireless customers had at least some interest in using wireless to replace home telephone us.
  - M/A/R/C research found that 16% of wireless subscribers used their service to replace wireline services.

# Studies Regarding Wireless for Wireline Substitution

## Carrier's Perception of Displacement

- The largest impact of wireless substitution is being seen on the consumer wireline long distance side.
  - 1Q02 earnings call Sprint FON
    - Consumer LD volumes down 10% with 75% attributed to wireless substitution (Note 3)
- AT&T recognizes "Substitution" of "Wireless and Internet technology" as two of the "[i]ndustry forces.....affecting current sector [Business Services] performance" (Note 7)
- AT&T Wireless Annual Report 2002: (Note 8)
  - "Cutting the cord. Every day, more people make the choice to be free yet connected with wireless." "Christopher has 'cut the cord' even at home and prefers all the advantages of wireless."
  - Approximately 1 in 5 of all U.S. calls are wireless.
  - "We're a leader in helping savvy companies cut the cords and sever the wires that bind."

# Studies Regarding Wireless for Wireline Substitution Wireless Carrier's Perception of Themselves as Local

## Competitors

- Wireless providers view themselves as LEC competitors in Petitions for Reconsideration In Matter of Review of Section 251 Unbundling Obligations of Incumbent Local Exchange Carrier, CC Docket No. 01-338, et al.: (Note 10)
  - AT&T Wireless – FCC has repeatedly stated, both in this proceeding and in other contexts, promoting competition between CMRS carriers and ILECs is a paramount goal of the agency's local telecommunications policy. It makes no sense, and is manifestly unfair, to saddle wireless carriers with the burdens supposedly vital to satisfying this objective – such as local number portability – while at same time denying them the benefits that flow as a matter of course to other entities that attempt to compete in local exchange market.
  - CTIA – FCC should clarify that CMRS carriers are entitled to UNE pricing for transport between base stations and ILEC offices in order to ensure CMRS parity with wireline providers.
  - Nextel – There should be no hesitation by FCC to promote wireless carrier use of UNEs to strengthen their potential to become more fully intermodal competitors to ILECs' historical local monopoly over voice services.
  - T-Mobile – A loop definition that includes central office to base station link would advance FCC's goals of greater intermodal competition. FCC should adopt loop definition that recognizes technical differences between wireless and wireline networks, provides parity in regulatory treatment, and promotes the goal of greater intermodal competition.
- Cellular Telecommunications and Internet Association views its members as LEC competitors in filings with FCC: (Note 11)
  - “A primary goal the Commission established in imposing LNP for CMRS providers is fostering competition both among wireless carriers and between wireless and wireline service providers.” (Note 11)
  - “[C]ongress foresaw eventual local competition between CMRS providers and wireline carriers -- such as that which the Commission is attempting to promote through intermodal number portability.....” (Note 11)

# Studies Regarding Wireless for Wireline Substitution Wireless Carrier's Perception of Themselves as Local Competitors

- “[C]ongress specifically recognized, and approved of, wireless carriers providing “basic telephone service” in competition with wireline carriers.....” (Note 11)
- “CTIA agrees with ALLTEL that a grant of ALLTEL’s application will serve the public interest by bringing the benefits of competition to an underserved market place and bring new advanced telecommunications services to consumers in Alabama. Furthermore, designating ALLTEL as an ETC promotes the development of advanced communications and is consistent with the principal goals of the universal service program.” (Note 12)
- “THE RECORD IN THIS PROCEEDING CLEARLY INDICATES THE SIGNIFICANT PUBLIC INTEREST BENEFITS PROVIDED BY WIRELESS ETCs – Competitive neutrality and portability of USF support are concepts mandated by the 1996 Act. However, as the comments submitted in this proceeding indicate, the Commission’s portability rules also help further the overall public interest by bringing advanced telecommunications services to many rural and insular areas that have long suffered from extremely low telephone penetration rates.” (Note 13)
- “CMRS carriers have played a critical role in fostering the development of an extremely competitive, facilities-based alternative to traditional wireline offerings.” (Note 14)
- “In fact, as a result of the intense competition and innovative services offered by CMRS providers, some consumers have decided to exclusively use wireless service for their telecommunications needs. See *Triennial Review Order* at ¶ (stating that “3 to 5 percent of wireless customers use their wireless phone as their only phone”)” (Note 14)
- “In establishing the service eligibility criteria, the Commission stated that its goal was to encourage the provision of local service ‘in direct competition to traditional incumbent LEC service.’ CMRS carriers, through their service offerings, clearly satisfy this objective.” (Note 14)

## Studies Regarding Wireless for Wireline Substitution Is the Wireless Market Financially Viable?

- CTIA's June 30, 2003 Semi-Annual Wireless Industry Survey results: (Note 15)
  - "Total Six-Month Revenues are Up 12.95 Percent Year over Year"
  - "Local Monthly Bill is Up 4.3% Year over Year"
  - "Total Billable MOU's Are Up Over 30 Percent Year Over Year"

## Studies Regarding Wireless for Wireline Substitution How are Wireless Carriers Using Bundles to Compete?

- Sprint August 27, 2003 Press Release: (Note 16)
  - “The recent FCC order paves the way for long-awaited competition and choice for local telephone service, and Sprint is responding with a portfolio of new bundles,” said Len Lauer, president of the PCS Division of Sprint. “With Sprint Complete Sense Unlimited with PCS, one of the new calling bundles from Sprint, customers no longer need to think about where, when, or which phone to use to make a call anytime of the day or day of the week.”
  - “The portfolio consists of four bundled calling plans – including an unlimited local, domestic long-distance and wireless bundle called Sprint Complete Sense Unlimited with PCS that is the only one of its kind.”
  - See Sprint Complete Sense (sm) Product Overview attached and at ([http://www3.sprint.com/PR/PressKits/Attachments/135\\_1107.pdf](http://www3.sprint.com/PR/PressKits/Attachments/135_1107.pdf))
  - Also see Sprint Complete Sense (sm) Portfolio Key Messages attached and at ([http://www3.sprint.com/PR/PressKits/Attachments/135\\_1103.pdf](http://www3.sprint.com/PR/PressKits/Attachments/135_1103.pdf))

# Studies Regarding Wireless for Wireline Substitution

## Cable Telephony

- Yankee Group: (Note 17)
  - “[U]nlike the ILECs, AT&T Broadband can push unique ‘triple play’ bundles to the consumers that in turn are driving penetration among those interested in a single provider for voice, cable TV, and the Internet.”
  - “From an ILEC perspective, AT&T Comcast, with its extensive footprint of 38 million homes passed and 22 million subscribers, can prove a formidable competitor from an overall bundled services perspective. Specifically, with the deployment of IP telephony, AT&T Comcast will be expanding its domination of consumer entertainment services to include productivity solutions aimed at higher-value customers such as telecommuters, home-based businesses, and even small businesses that may already subscribe to high-speed data services (cable modem) from the company.”
  - “An alarming statistic for the ILECs is that 11% of Cox’s telephony subscribers are local voice-only customers who do not make any other service from Cox and hence do not receive any bundled discounts, yet still chose Cox over the incumbent phone company.”
  - “While the ILECs will continue to lag behind in delivering video services, the MSOs and overbuilders will continue their march toward delivering unique ‘triple play’ bundles, thereby establishing a long-term sustainable competitive advantage over their telco rivals.”
- Lehman Brothers: (Note 18)
  - “Cable Telephony: we believe ’04 will be a pivotal year for VoIP telephony roll-outs by the MSOs; however, we expect these rollouts to be contained to 6-12 cites initially covering several million households and expect MSOs to pick-up 600K subs in ’04 and 900K in ’05. Importantly, we expect many MSOs will conclude by YE04 that telephony is less attractive than expected due to tremendous competition in each market .....
  - “[W]e estimate that cable could represent 5.3% of consumer telephony subscribers by 2007....”



# Studies Regarding Wireless for Wireline Substitution

## Cable Telephony

- Business Week – “Bells, beware: Cable is about to muscle in on your service.” “Using the older technology, cable operators in the U.S. have already amassed 2.2 million phone lines, or about 2% of the market. In cities where the service has been heavily promoted, such as San Diego, Omaha, and Phoenix, Cox has taken 30% of the market. Cable could take 10% of the national market in six years, Kirby says.” (Note 19)
- Center for Telecommunications Management, Marshall School of Business, University of Southern California – “Voice service is the killer application for wireless transmission. Internet access will remain personal computer (PC)-centric, with wireless voice revenues eroding the margins for terrestrial service providers. The experts predict that wireless providers will capture 32.4 percent of overall voice revenues in the United States by 2006.” (Note 20)

## Studies Regarding Wireless for Wireline Substitution

### How Should Wireline Carriers Respond?

- IDC Essential Guidance (Note 5)
  - Wireline carriers should also focus on creative service bundling and packaging to counter displacement, with particular emphasis on
    - Long distance and vertical-feature bundling that emulates wireless service packages.

# Wireless/Other Platforms Substitution Sources

1. Wireless Displacement of Wireline Access Lines Forecast and Analysis, 2002-2006 IDC
2. IDC 2002 U.S. Personal Wireless Communications User Survey
3. Merrill Lynch Comment "Wireless Services – Landline Substitution becoming More Meaningful" April 22, 2002
4. FCC Eighth Report, "Annual Report and Analysis of Competitive Market Conditions With Respect to Commercial Mobile Services", WT Docket No. 02-379
5. IDC Market Analysis, "U.S. Wireless Displacement of Wireline Access Lines Forecast and Analysis, 2003-2007", Scott Ellison
6. September 24, 2003, Communications Today, Vol. 9; Issue 160
7. Goldman Sachs Communacopia XII Conference, David Dorman, AT&T Chairman and CEO, Presentation
8. AT&T Wireless Annual Report 2002, pp. 6, 11, & 23.
9. Direct Testimony of Stephen B. Pociask before NCPUC on behalf of BellSouth Telecommunications, Inc., Docket No. P-55, Sub 1013, July 13, 2002.
10. October 2, 2003 Petitions for Reconsideration in Matter of Review of Section 251 Unbundling Obligations of Incumbent Local Exchange Carrier, CC Docket No. 01-338, 96-98, & 98-147; AT&T Wireless, pp. 10-12; CTIA, pp. 3-6; Nextel, pp. 5-6; & T-Mobile, pp. 7-13.
11. May 13, 2003 Cellular Telecommunications and Internet Association Petition for Declaratory Ruling In Matter of Telephone Number Portability, CC Docket No. 95-116.
12. June 30, 2003 Cellular Telecommunications and Internet Association Comments In Matter of Federal-State Joint Board & ALLTEL Communications, Inc. Petition For Designation as an Eligible Telecommunications Carrier In the State of Alabama, CC Docket No. 96-45.
13. June 3, 2003 Cellular Telecommunications and Internet Association Reply Comments In Matter of Federal-State Joint Board on Universal Service, CC Docket No. 96-45.

# Wireless/Other Platforms Substitution Sources

## (cont.)

1. October 2, 2003 Cellular Telecommunications and Internet Association Petition for Reconsideration or Clarification In Matter of Review of the Section 251 Unbundling Obligations of Incumbent Local Exchange Carriers & Implementation of the Local Competition Provisions of the Telecommunications Act of 1996 & Deployment of Wireless Services Offering Advanced Telecommunications Capability, CC Docket Nos. 01-338, 96-98, & 98-147.
2. June 30, 2003 CTIA Semi-Annual Wireless Industry Survey.
3. Sprint August 27, 2002 Press Release ([http://www3.sprint.com/PR/CDA/PR\\_CDA\\_Press\\_Release\\_Detail\\_PF/.....](http://www3.sprint.com/PR/CDA/PR_CDA_Press_Release_Detail_PF/.....))
4. Yankee Group, 2002, “Cable Telephony: Still Far from Threatening the ILECs?”, by Imran Khan
5. Lehman Brothers Equity Research, September 26, 2003, Telecom Services – Wireline, Industry Update, Intersecting Issues: Cable vs. Telecom, Blake Bath & Vijay Jayant
6. BusinessWeek, online, March 24, 2003, Broadband Telephony, by Steve Rosenbush, Ron Grover, and Charles Haddad.
7. “Services and Applications in the Internet Era: Emerging Trends”, by Elizabeth Fife, Research Associate, Center for Telecommunications Management, Marshall School of Business, University of Southern California.